

## Summer Remote Checks

Each summer MPU hires several college students to check remote registers on water and electric meters. All homes in the City have an inside water meter, and about 10 percent have an inside electric meter. Outside remote registers are used to avoid having to enter homes for monthly readings.

Over time, the outside remote registers may not keep up to the base meter inside your home. The result is incorrect readings, and the potential for a costly back bill. That's why we try to identify malfunctioning meters and correct the readings before the difference gets too large.

If we visit your residence and you're not home, we will leave a postcard for you to fill out and return. Just follow the easy-to-read instructions on how to read the meter and drop the postcard in the mail.

## About the Cover

MPU is presently reviewing proposals from qualified vendors for Automated Meter Reading Infrastructure (AMI). The system will initially replace all electric meters in the City of Manitowoc, and target water meters in a later phase.

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. This 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, provide for power outage notification and management, and permit more efficient delivery of utility services.

Long term, AMI can be used for electric distribution system automation, load management, and dynamic energy pricing.

A tariff request with the Public Service Commission of Wisconsin has also been filed to allow customers who do not wish to have a two-way communication meter installed on their premise to opt-out by paying an additional monthly fee to cover the cost of manual reads.

Requests for proposals were released to qualified vendors on March 28, with bid opening taking place May 16. Vendor proposal reviews are ongoing, with a final recommendation expected in mid-July.

## 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



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

# The Connection

July 2018

News from Manitowoc Public Utilities



## Is Your Street Light Bright?

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 to let us know about a burnt out or malfunctioning 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 Self-Service" then on "Report an Outage". You will scroll down and click the "contact MPU" link 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.

## Conservation Corner

All compact fluorescent light bulbs (CFLs), including ENERGY STAR® qualified bulbs, currently contain a small amount of mercury -about 5 milligrams (mg) per bulb. Though it's an extremely small amount of mercury, they still need to be recycled properly.

Focus on Energy has partnered with nearly 400 retailers across the state to offer CFL recycling to consumers. Simply bring in expired, unbroken CFLs to a participating retailer, who will ship them to an environmental management center to be recycled in accordance with environmental regulations.

For more information on the CFL program visit, <https://support.focusonenergy.com/hc/en-us/articles/115003224963-Light-Bulb-Recycling>

You can also take advantage of MPU's Residential LED Light Bulb Rebate after you recycle your CFLs. Residential customers can get up to a \$20 credit on their utility bill by submitting the form on our website. Visit [www.mpu.org](http://www.mpu.org) for more information.



## Life Support Customers– *Be Prepared*

MPU knows how important electric service is to customers, especially with life support devices. MPU makes every effort to prevent power outages, but sometimes storms, wildlife, and other events cause them to occur such as disconnection for non-payment of utility bills.

Customers on electric-powered life support systems are advised to make arrangements to prepare for power outages or disconnection. If you or someone you know depends on electrically powered medical equipment such as a ventilator, oxygen or kidney dialysis machine for life support, the following tips can help you prepare:

- If you use a cordless phone, remember the phone will not work when the power is off. Cell phones may not work either if the outage is widespread. Some non-cordless phones will work in the case of a power outage if they are plugged into an existing phone jack.
- Have a plan in place to ensure continuity of any life-support needs. This might mean traveling to the home of a friend or relative during an outage, or using a back-up generator.
- If you use a back-up generator, be sure it is properly installed and maintained to permit safe operation.
- Some equipment may have battery back-up systems available; make sure they are maintained and tested.
- Keep a battery-powered radio and flashlight nearby, along with a fresh supply of batteries.
- **Always ensure home notification stickers are posted on the front door or windows of your home to alert utility personnel in the event electricity needs to be shut off for non-payment or other safety related issues. If you are on oxygen, this is critical to ensure the safety of responders in the event of a fire or other emergency.**
- Have a plan in place to ensure your Utilities bills are paid on time to avoid disconnection.

Both Holy Family Memorial and Aurora offer an emergency response system which can be used in non-emergency situations. The unit is connected to your phone line and monitored by staff. For information about the programs, contact Holy Family at 920-320-4230, or Aurora at 1-800-508-5527.

MPU cannot predict power interruptions, but recovery time is minimized since our team is on stand-by 24/7!

## MPU Recognized for Strong Safety Culture

Municipal Electric Utilities of Wisconsin (MEUW) recently recognized 35 of Wisconsin's community-owned public power utilities for their outstanding safety achievements at its annual conference in La Crosse, Wisconsin. MPU was one of the utilities that received a Gold Category award at the May 17 event in recognition of its commitment & dedication to establishing a strong safety culture in 2017.

"MEUW's Safety Achievement Awards are designed to recognize leading indicators that measure the proactive approaches our electric utilities are taking to instill a strong safety culture at their workplaces," said Mike Czuprynko, Manager of Safety Services at MEUW.

MEUW's application for the award includes specific questions that relate to what utilities are doing to create a strong safety culture. A score is then generated and the level of achievement is recognized with a bronze, silver or gold award. "MEUW is always impressed by the actions our members are taking to ensure accidents and injuries do not happen," said Czuprynko.

MEUW, based in Sun Prairie, is a state-wide trade association that, together with Wisconsin's community-owned electric utilities, works to promote service and safety at the workplace. MEUW also advocates for public power at the state and federal levels. Wisconsin is home to 81 public power utilities.

