



We Offer Facility Tours

With advance notice, MPU will provide educational tours of its Power Plant and Water Treatment Plant. In the past, some school groups have visited both MPU facilities, to give an overview of the infrastructure needed to operate a city.

Designed for high school aged students, the power plant tour teaches concepts of energy conversion in a power generation facility. To make effective use of student and faculty time, the tour is broken into a classroom lecture and in-plant visit.

MPU's state-of-the-art microfiltration water treatment plant teaches students about the process needed to provide safe and reliable water supply to the community for consumption and fire protection.

Both tours and class time take about an hour each.

For more information about a tour, call 683-4600.

About the Cover

The Sprinkling Forgiveness Program has been established so residential water users won't be charged for sewer usage on water used for lawn and garden sprinkling, car washing, and wading pools, since it does not enter the City's Wastewater Treatment Plant. Remember, MPU provides your water service, while the City Wastewater Treatment Board provides your sewer services.

The Program is in effect from April through October. During these months, the sewer flow portion of your bill is calculated based on the average sewer charges during the previous five months. This is the most you will pay for sewer charges. In the event that your actual sewer charges during Sprinkling Forgiveness Season are less than your average during the winter, your sewer service charge will be based on actual usage. You will continue to be charged for water consumption during these months—it is only the sewer portion of your bill that is adjusted.

Contact Us

Online

www.mpu.org

Customer Service

920-683-4600

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

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News from Manitowoc Public Utilities



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



MPU, and 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.

Recycle Your Old CFLs

All compact fluorescent light bulbs (CFLs), including ENERGY STAR® qualified bulbs, currently contain a small amount of mercury—about 5 milligrams (mg) per bulb. That's less than the mercury in your average watch battery, and just enough to cover the tip of a ballpoint pen. 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.

To learn more about CFL recycling and to locate a participate retailer please follow the link below.

<https://focusonenergy.com/learning-center/residential/recycling/light-bulb-recycling>

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. This is an easy way to ensure your needs are met in an environmentally friendly way without the high upfront cost of equipment installed at your home.

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 in the Renewable Choice Program.

Note: 9.2% of MPU's retail power sales come from renewable sources which include 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.



Seasonal Meter Readers

MPU's customers are advised that seasonal meter readers will be checking remote registers on water and electric meters throughout the summer, which will require access to most basements. Remote registers, located on the outside wall of buildings, have been installed on homes and businesses with hard-to-reach meters.

The outside dials make it easy for residents and MPU employees to get monthly readings on water and electric meters, without having to get into the basement. The accuracy of the outside dial is checked yearly to make sure it reads the same as the inside dial.

MPU hires several local college students to perform checks each summer, so faces may not be familiar. All full time and seasonal employees wear MPU uniforms and carry photo identification. Most spend their day walking from neighborhood to neighborhood, so an MPU vehicle may not be seen.

If residents are not home, readers will leave a green or blue door hanger for the resident to fill out. Customers should follow the instructions on the postage-paid card and return it to MPU.

MPU reminds residents to always ask for identification before allowing any service person to enter your home.

2016 Drinking Water Quality Report



The 2016 Water Quality Report is now located on our website. The report is mandated by the Safe Drinking Water Act and details our water sources, results of our water tests, and how they compare to regulatory standards. Our tap water met and exceeded every federal and state drinking water health standard last year, and years past. You can find The 2016 Water Quality Report online at <http://www.mpu.org/2016ccr> or call (920) 683-4600 to request a copy.