

## Is Your Curb Stop OK?

Residents want to get outside to enjoy the nice weather, yard work, and fresh air! While outside, you may notice your curb stop, a round metal cap typically located near the sidewalk, pushing up from the ground.



Curb stop boxes are connected to your water service line, the pipe running from the water main in the street to your home, and provide an access point for MPU personnel to shut off water in emergency situations. This portion of the service line can push up into walkways and grass due to the freezing and thawing of ground experienced in winter time. The curb stop box, along with the water service line, is owned by the property owner, who is responsible for its repair and maintenance. The property owner is responsible for protecting the curb stop box from situations that could obstruct access to it or expose it to harm.

If MPU discovers inoperable curb stops or those protruding up from the ground, we are required to notify the property owner of their need to repair or replace the curb stop box.

## About the Cover

MPU earned a Reliable Public Power Provider (RP3) ® Diamond Level designation from the American Public Power Association for providing reliable and safe electric service.

The RP3 designation recognizes public power utilities that demonstrate proficiency in four disciplines: reliability, safety, workforce development, and system improvement. Criteria include sound business practices and a utility-wide commitment to safe and reliable delivery of electricity. MPU joins more than 240 public power utilities nationwide that hold the designation.

“This is a great honor,” said Nilaksh Kothari, CEO & General Manager of MPU. “We take a lot of pride in the work we do to power this community. We could not have achieved this designation without the hard work and dedication of our employees. We are excited to get this recognition for our efforts.”

The American Public Power Association is the voice of not-for-profit, community-owned utilities that power 49 million people nationwide. The Association advocates and advises on electricity policy, technology, trends, training, and operations.

## 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

June 2018

News from Manitowoc Public Utilities



American Public Power Association

**DIAMOND LEVEL**

**MANITOWOC  
PUBLIC UTILITIES**

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## 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](http://www.DiggersHotline.com).

## Conservation Corner

The warmer weather is here and you'll want to start using air conditioners. Here are some ways to keep cool without breaking the bank.

Keep your shades or blinds closed on sunny days, especially on your south and west facing windows. This will prevent heat from entering your home. Open them again when the sun goes down.

If you don't need to cool your entire home, try using a portable or window unit to cool the area you are in. They use 50% less energy than central air units.

Make sure to get your AC units serviced and clean your ducts. Keeping your AC unit maintained and ducts clean is important.

If you aren't home, increase the thermostat on your AC unit or use a programmable thermostat and create a schedule that follows your family's routine.

If you are thinking about adding a window air conditioner, please consider an energy efficient Energy Star certified model which qualifies for a \$50 rebate from MPU. Visit our website for details.

## 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

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.

## Is Our Water Safe? Yes, it is!



The 2017 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. MPU produces some of the highest quality drinking water in the nation.

You can request a copy of The 2017 Water Quality Report by calling us at 683-4600 or find it online at <http://www.mpu.org/2017ccr>.