

Water Service Lateral

A water service lateral is the pipe that connects the water main in the street to your home. You are the owner of this pipe and are responsible for all costs of maintenance and replacement, including the curb stops, per MPU service rules.

In accordance with the City of Manitowoc Municipal Code Section 12.110, MPU requires the property owner to repair or replace the service lateral if a leak is found. If an owner fails to commence timely repair of a leaking or broken service lateral, MPU will turn off the water at the curb stop and it will not be turned on again until the repairs have been completed.

Section 17.090 (3) of the City of Manitowoc Municipal Code does not permit partial replacement or repair of lead or galvanized iron water services. Should any part of a lead or galvanized water service be replaced, all lead or galvanized iron shall be replaced between the water main and building control valve at the property owner's expense.

About the Cover

MPU announced that it has filed a request with the Public Service Commission of Wisconsin (PSCW) on May 1, 2019 to decrease retail electric rates by approximately five percent.

MPU CEO & General Manager Nilaksh Kothari said, "This is the fourth consecutive electric rate decrease for the City of Manitowoc. MPU continues to reap the benefits of operational efficiencies and power supply market strategies." MPU's last three rate decreases were three and one half percent (3.5%) in October 2016, two percent (2.0%) in July of 2014 and four percent (4.0%) in May of 2009. Upon approval from the PSCW, the average residential customer using 650 kWh of energy per month will see an approximate reduction in their bill from \$70.19 to \$66.68, or \$3.51 per month.

Final approval is anticipated from the PSCW in the 4th quarter of 2019 with rates effective within 30 days of approval.

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



Community Owned...Customer Focused

The Connection

June 2019

News from Manitowoc Public Utilities

MPU Files Application to Decrease Electrical Rates!



Community Owned...Customer Focused



Life Support Customers

MPU knows how important electric service is to customers, especially those 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.

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 920-320-4201, or Aurora at 920-288-5100.

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

**KEEP
CALM
AND
BE
PREPARED**

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.

Be sure to replace filters monthly, especially if you have pets, and periodically have your AC unit professionally serviced to maintain peak performance.

If you aren't home, increase the thermostat setting or use a programmable thermostat to 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.

AMI Electric Meter Installations Beginning in June

In November, 2018 Manitowoc Public Utilities awarded a \$3.1 million contract to Eaton Corporation of Beachwood, Ohio for an electric Advanced Meter Infrastructure (AMI) system. The system will replace all electric meters in the City of Manitowoc and provide data collection points and interface software to existing utility systems.

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. The two way communication will be used to collect daily kilowatt-hour meter readings for billing, monitoring of system voltages, and providing 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.

Presently, MPU staff is completing acceptance testing of the AMI system, and is developing processes for integrating data into billing systems and the new customer portal. MPU crews are also busy installing sixteen "Gateway" data collectors around the City, which will be connected to MPU's existing fiber optic network. Beginning mid-June, technicians from Allegiant Utility Services will begin replacement of electric meters in the City of Manitowoc. The third party contractor will be operating white pick-up trucks with "MPU Contractor" signs on the doors. Customers will receive notification via US mail of approximate dates in which the contractor will be in their area.

Customers will see no changes in their MPU bill, or the rates charged for electric service. Once the system is operational, customers will have access to a user portal, where they will be able to view detailed energy consumption. This will be particularly useful for commercial and industrial customers to monitor energy use patterns, and take advantage of off-peak energy pricing.

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!



MPU's 2018 Water Quality Report is now published 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 in years past. MPU produces some of the highest quality drinking water in the nation.

You can request a copy of the 2018 Water Quality Report by calling us at 683-4600 or find it online at <http://www.mpu.org/2018ccr>.