

## Do You Know Where Your Water Shut Off Valve is?

Every building is required to have an operable main water shut-off valve at the point where the water service 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. 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. 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!

## About the Cover

Our mission is simple: MPU is dedicated to providing safe, reliable, and environmentally sound best value services to our customers while maintaining the benefits of community ownership.

MPU is the largest of 82 community-owned electric utilities in Wisconsin. The utility has infrastructure in excess of \$250 million, and contributes approximately \$4 million annually in payments in lieu of taxes (PILOT) to the City of Manitowoc to benefit our local economy and support community programs.

But the benefits of community ownership go beyond PILOT payments. Local ownership also means local control. Utility decisions are made for the benefit of the community, not private investors.

Most importantly, we are your neighbors. We live and work here, and we take pride in our utility and our community.

## 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

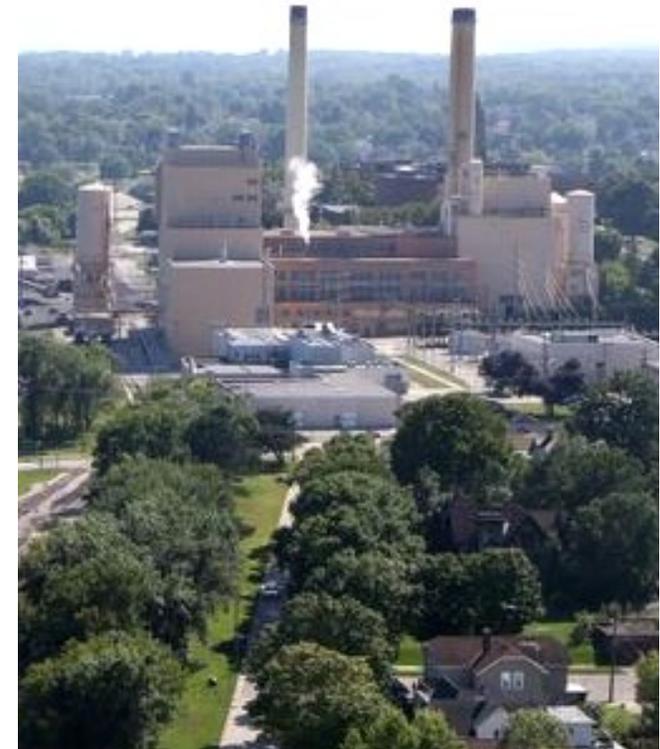


**Manitowoc Public Utilities**  
*Dedicated to providing  
customer-focused utility services*

# The Connection

March 2018

News from Manitowoc Public Utilities



# Don't Fall for Scams

Besides making sure your electricity and water supply is safe and reliable, MPU wants to remind you we are also dedicated to protecting your safety and security. MPU contacted the City of Manitowoc Police Department, Crime Prevention Committee and the TRIAD committee to help warn citizens of an increase of scams that are hitting the area.

A scam affecting MPU customers involves customers being threatened with their power being cut off if they don't get a reloadable charge card within 30 minutes. The call comes up with a 920 number, and the person identifies themselves as a MPU employee.

MPU, or any legitimate business, would not demand a reloadable charge card or prepaid credit card in order to avoid disconnection or service interruption.

If there is an issue with your account or a past due amount, MPU asks that you call (920) 683-4600 or stop in at our Main Office to discuss the account with a customer service representative.

## Conservation Corner Smart Power Strips

Traditional power strips are a convenient way to expand the number of electrical outlets in your home. By switching to a Smart Power Strip, you can add that same convenience and save money by turning off electronic appliances when not in use.

Examples of electronic equipment that use a significant amount of power when in standby modes are printers, DVD players, videogame systems, computers, and TVs.

Smart Power Strips reduce your power usage by shutting power to electronic devices automatically when not in use. When the power consumption drops, the circuitry detects the change and cuts the power to that outlet. Statistics vary, but standby power consumption averages from 5 to 10 percent of your household's energy consumption.

Overtime, you may see a savings on your overall energy consumption.



# Knowing Your 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.

As water service lines age, they can corrode and develop leaks which may cause the following symptoms: reduced water pressure, water infiltration into sump pits and basements, sink holes in your front yard, audible hissing noises coming from the water pipes where they enter your home, near the water meter, or spring-like streams of water bubbling up on your property or in the street.

In accordance with the City of Manitowoc Municipal Code Section 12.110, MPU is required to contact the property owner when leaks are discovered and require the property owner to repair or replace the service lateral. If an owner fails to commence repair of a leaking or broken service lateral within 3 days after notification, MPU will turn off the water at the curb stop and it will not be turned on again until the repairs have been completed, or MPU may make the necessary repairs and invoice the property owner. A service leak is a dangerous condition, and can lead to contamination of the drinking water supply if not addressed promptly.

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.

Curb stop boxes provide another access point for MPU personnel to shut off water in emergency situations. This is the round metal cap typically located near the sidewalk that provides MPU access to the buried curb stop on your water service lateral. This portion of the service lateral can also degrade over time, often pushing up into walkways with the freezing and thawing of ground experienced in winter time, or becoming inoperable due to age.

The curb stop box is owned by the property owner and is responsible for its repair and maintenance. The property owner is also responsible for protecting the curb stop box from situations that could obstruct access to it or unduly 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.

