

Storm Season is Here

Spring is here, and warmer days bring with them the increased chance for severe weather.

As a storm approaches, stay up-to-date with storm warnings by using a Weather Alert Radio. This radio will automatically activate when severe storms approach. You should avoid using the phone or appliances during the storm. Always keep flashlights and fresh batteries on hand if the power goes out.

Severe weather can also play havoc with your computer. You can protect your computer and other expensive electronic equipment by using a surge-protected outlet strip. These are available from many retail stores and office supply stores. Be sure the surge protector is listed by Underwriters Laboratories (UL). The surge protector should have a status indicator light, which shows you the surge protector is "on" and functioning properly. If you connect a phone line or other data communication line to your computer, make sure it is protected as well. Many quality surge protectors have this feature built-in. Remember—you get what you pay for. Expect to pay \$30 or more for a quality surge protector. Also, make sure that the outlet that the surge protector is plugged into is properly grounded.

Following a storm, be watchful of downed power lines or branches hanging on power lines. NEVER attempt to remove a limb near power lines. ALWAYS call MPU to remove trees and branches near power lines.



About the Cover

Manitowoc Public Utilities' Business Office hours have been extended on Wednesdays only throughout the spring and summer months.

The front desk and customer service area will be open until 5:30PM for in-person customer assistance. No phone calls will be answered during this time. Our normal office hours are 8AM to 4:30PM all other weekdays.

This change comes from suggestions made in our Customer Survey.



Contact Us

Online

www.mpu.org

Customer Service

920-683-4600

customerservice@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.



**Know what's below.
Call before you dig.**

Digger's Hotline is a free service that you use before you do any kind of digging to make sure you don't damage underground lines. 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.

Conservation Corner Don't Heat Your Home with Appliances

With the spring and summer weather approaching, you'll be trying to keep your home cool. These energy saving tips can be used to increase your savings.

- On hot days, avoid using the oven. Try using the stove top, microwave or a grill.
- Install efficient lighting that runs cooler. Only about 10%-15% of the electricity that incandescent lights consume results in light, the rest is turned into heat.
- Take advantage of the daylight and avoid using artificial lighting.
- Wash only full loads of dishes and laundry. You could even consider air drying both.
- Minimize activities that generate a lot of heat such as running a computer, watching TV, burning open flames, running a dishwasher, and using hot devices such as curling irons or hair dryers

It's Sprinkling Forgiveness Season

The Sprinkling Forgiveness Program has been established so residential water users will not 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. (A reminder: MPU provides your water service, while the City Wastewater Treatment Board provides your sewer services.)

The Sprinkling Forgiveness 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 that 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.

In order to conserve on water and the money in your wallet this summer while tending your yard, here are some good habits to maintain:

- It is ideal to water your lawn and garden in the early morning hours. When you water your plants during the heat of the day, much of the moisture evaporates, wasting both natural resources and your hard-earned dollars. Also, watering while the hot sun is shining can be detrimental to plant health – those moisture droplets act as little magnifiers on tender plant leaves.
- Don't water at night or when the temperature is dropping as disease is more apt to attack plants under wet, cool conditions.
- Finally, be sure all hose connections to your homes' drinking water supply are protected from back flow or back siphonage. Use ASSE-Approved vacuum breakers on all unprotected outside facets.

The water source should be directed at the base of the plants to address the issues mentioned above. Your local lawn and garden store offers tools and hose attachments to help you get the water where it's needed without breaking your back or the bank!

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.

Drinking Water Quality Report

The 2015 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 2015 Water Quality Report online at <http://www.mpu.org/2015ccr> or call (920) 683-4600 to request a copy.