

## Conservation Tip: Rain Barrels

A rain barrel is a simple rainwater collector that gathers and stores rain from your roof's downspout. Rain barrels can be bought or made using recycled 55 gallon barrels.



Think about this. For each inch of rain that falls on 500 square feet of roof, you can collect 300 gallons of water. That means you can collect more than a thousand gallons of free water a year that can be used to water your grass, garden, or plants.

If you are installing a rain barrel, make sure to install it based on where you will use the water collected. Just remember that it needs to be located at the base of one of the downspouts draining from your roof gutter. Having it close to where you will use it will prevent problems with transportation.

By using a rain barrel, it will not only save you a significant amount of money, but it's good for the environment too!

## About the Cover

The MPU Power Plant began their Boiler 8 outage March 27th. Power Plant employees and contractors work together to perform maintenance and testing. It is then restored and put back in service. Maintenance outages typically occur annually.

*Top left picture:* Patrick Pelnar, MPU Assistant Operator, and Jeremy, Boldt Construction Boilermaker, weld inside the Vortex Finder of 8 Boiler.

*Top right picture:* Jim Webb, MPU Fireman/Maintenance, loads a cart with tube support plate segments for the Boiler 8 air heater tube replacement job.

*Bottom left picture:* The air heater tube replacement job in progress on Boiler 8.

*Bottom right picture:* Craig Stuelke, MPU Mechanic, is rebuilding the Main Steam Isolation Valve (MSIV) on Boiler 8.



## Contact Us

### Online

[www.mpu.org](http://www.mpu.org)

### Customer Service

920-683-4600

[customerservice@mpu.org](mailto: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

May 2015

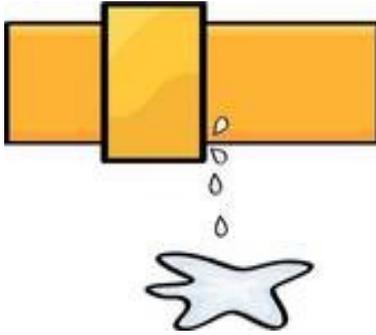
## News from Manitowoc Public Utilities



# Looking for Leaks in All the Right Places

The MPU Water Department could use your help this summer. We actively monitor the volume of water we pump into the City of Manitowoc's distribution system and compare it to our sales.

A difference in the two may represent unaccounted-for water, or water that is lost before it reaches the customer. When water mains or water services leak, water typically appears on the street or at the surface and we immediately schedule a repair. However, some underground leaks do not come to the surface and therefore may go unnoticed. This is where we need your help.



During the summer season, particularly when it has been dry, please be on the lookout for the following:

- Does your sump pump run frequently or continuously?
- Do you hear water running in a nearby storm sewer?
- Do you notice wet, damp areas in your lawn?
- Does your water meter make an unusual, continuous noise, particularly at night?
- Does a nearby culvert have a heavy, constant flow of water, even though it hasn't rained recently?

These are all signs that might point to an underground leak in the MPU water system. It's not unusual for a water system to have some underground leaks, but the MPU Water Department strives to account for every gallon that leaves our water treatment plant.

If you notice any of the above issues, or have any questions regarding the MPU Water Department, please call 920-683-4600. Your help is greatly appreciated!

# Ways to Pay at MPU

Manitowoc Public Utilities offers multiple options to make paying your MPU bill easier!

MPU is now providing another payment option to our customers. You can access this option by logging into your account through LINK and going to the make online payment option. There is another option under payment method that now includes eCheck— no fee. Use this option to make a one-time FREE eCheck payment.

Tele-Works Account Access is another way to pay your bill in which you will pay by phone. To access the system, call toll free 1-877-653-0380. You will be asked to enter your 6 digit customer and account number from your MPU bill. Tele-Works will tell you your account balance, and give you options to pay by phone with either a credit card or bank check. There is a convenience fee of \$3.75 that will apply to each payment.

The Budget Plan levelizes your monthly MPU bill by spreading out payments equally over 12 months. This will help you manage high winter bills due to electric heat or high summer bills due to air conditioning. Your account will be reviewed every 6 months and the payment will be adjusted to reflect any changes.

Another popular option is the Easy Pay automatic bank draft plan. With Easy Pay, you don't have to write a check, tear off a payment stub, or address an envelope. You won't even have to find a stamp, because your payment will be made automatically and on time. By signing up for the Easy Pay Plan, we'll transfer funds electronically from your checking or savings account each month on your statement due date.

You can also view your account, pay bills on-line, or sign up for e-billing through the MPU website. Simply visit the website at [www.mpu.org](http://www.mpu.org) and click on the MY MPU Website button. You will be asked to register for the service with a unique username and password.

MPU also has Bill Payment Stations located at City Hall and the MPU Business office. For more information about Billing and Payments, visit our website at [www.mpu.org](http://www.mpu.org).

Now you can pay by phone or check your account balances 24/7 through



**Manitowoc Public Utilities'**  
**Tele-works account access!**  
Please call toll free 1-877-653-0380

# Seasonal Meter Reads— Visiting Manitowoc Residents

Manitowoc Public Utilities' 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. Homes with recent siding replacement are likely to have inaccuracies since outside registers may have been briefly removed by contractors.

MPU hires local college students to perform checks each summer, so you may not see a familiar face. All fulltime and seasonal employees wear MPU uniforms and carry photo ID. Readers spend most of their day walking from neighborhood to neighborhood, so don't be alarmed if you don't see a MPU vehicle.

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.

Remember to always ask for ID before allowing any service person to enter your home.

