You Asked, We Listened

Feedback from a recent Residential Customer Survey showed the need for an improved way for customers to manage their MPU accounts on-line. In response, MPU has launched a new and improved Online Customer Portal, giving customers the billing and payment options they requested. The Online Customer Portal offers a secure and user-friendly experience to manage your MPU account anytime, anywhere, using your computer, phone, or tablet.

This new Online Customer Portal also offers increased security for payment information and payment methods. All account information is encrypted, meaning state-of-the-art security measures are taken to reduce the likelihood of personal information being stolen.

Sign up for E-Billing

MPU's new Online Customer Portal makes it easy to sign up for e-billing. Once you sign up, you will no longer receive a paper copy of your bill in the mail each month. Rather, you will receive an e-mail notification that your bill is ready for viewing. A link in the e-mail will take you to our website where you can view your current bill and other account information.

Paperless billing is free, fast, efficient, and good for the environment!

Other Ways to Pay

MPU offers options to make paying your bill easier.

MPU's office lobby has an iPad Kiosk making it convenient for walk-in customers to make automated, unassisted payments by credit or debit card. The Kiosk allows customers to review balance and billing information while making secure payments. A convenience fee of $3.50 per transaction is required.

You can also pay by phone or check your account balances 24/7. To access the system call toll free 1-877-653-0380. Fees may apply with transaction.

The Budget Plan levelizes your monthly bill by spreading out payments equally over 12 months, helping you manage your high winter bills.

If you have any questions or would like more information please visit our website at www.mpu.org or call customer service at 920-683-4600.

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
Manitowoc, WI 54220

Office Hours
Monday - Friday: 8am-4:30pm

Manitowoc Public Utilities
Dedicated to providing customer-focused utility services

Manitowoc Public Utilities
New & Improved Online Customer Portal

MPU's new Online Customer Portal gives you a fast and user-friendly way to manage your MPU account anytime, anywhere!

Find us on: facebook®

Registering your Account

MPU customers wanting to access account information online will need to register as a new user, but it will take less than 5 minutes!

You will find the link on MPU's website. Click on 'Sign into my Account' located in the middle of the homepage.

This will bring you to the main portal screen where you'll enter in your email address, a password, personal information, and answer two security questions.

After clicking 'enroll', you will be directed to the main page of our new customer portal. **Add the accounts you wish to access by entering your customer number, account number.** You can also sign up to go paperless, if you'd like.

New Account Information form:
- Email Address
- Passwords must meet the following requirements:
  - must be at least 8 characters in length
  - must contain at least one number and 1 alpha
  - only alphanumeric characters are allowed
- For enhanced security, do not use proper names, words commonly found in the dictionary or repeating sequences of numbers.
- Password — Enter your new password
- Re-enter password — Re-enter your new password
- First Name — Your first name
- Last Name — Your last name
- ZIP Code — 12345
- Phone Number — (111) 222-3333
- Security Question 1 — What was your childhood best friend's name?
- Security Answer 1
- Security Question 2 — What was the make of your first car?
- Security Answer 2
- [Enroll] [Cancel]

One-Time Payment

At the main login, you will have the option to make a one-time payment by clicking on 'pay now'. You will be prompted to enter your customer number, account number and email address. After selecting continue, you will enter your payment amount and payment method. There is no service fee for e-checks, but credit or debit cards will have a $3.50 convenience fee. After the transaction is complete, you will have the option to print a receipt. MPU will then send a confirmation email stating the transaction has been processed.

Enter Account Information form:
- Payment Type — Utility Bill
- Please enter your customer number as shown on your bill.
- Customer number — Enter your customer number
- Account Number — Enter your account number
- Email — Enter email address
- Re-Enter email — Re-enter email address
- [Continue]

How to use the Online Customer Portal

Once you've been enrolled, it's time to start using the Online Customer Portal. The main screen has several options to choose from.

Accounts is where you will add your MPU account information. It will show your account number and customer number, account details such as due date, amount due, and auto pay information. You can add additional accounts, or change your account information if you move. Here you can sign up for paperless billing, enroll in autopay, and create and update payment methods.

Under **Pay My Bill**, you can add payment information or pay your bill. If you pay by e-check, there is no charge. If you pay with a credit or debit card, there will be a $3.50 convenience fee. We accept MasterCard, Visa, American Express, and Discover. You will get an email confirmation after payments have been made.

Auto Pay is where you can automatically schedule payments. The portal will give you the option to select a payment that has already been associated with the account or add a new account. You have the option to make your payment on the due date or pick another date prior to the due date. Changes to this can be made at any time.

You are also able to view your **Payment History** under this section. You have the option to search payments, download your history, or view single payments. Payment history will be available starting December 2017.

My Wallet is where you can securely input your personal information for future payments. You can save your e-check or credit/debit card information here, making your bill paying a little easier. If the credit/debit card changes or expires, it is your responsibility to update the information. Your wallet is never available to MPU and the MPU staff cannot make changes for you.

Within **My Profile** you can view or make changes to your personal information such as your address, login, and password.

We encourage all customers to **Log Out** between sessions.

Portal menu icons:
- MPU
- Accounts
- Pay My Bill
- AutoPay
- Payment History
- My Wallet
- My Profile
- Log out

Frequently Asked Questions

* Do I need to create a new Online Customer Portal account if I already have one?
  * Yes. Logins used with our old "My MPU" on-line system will be void. Customers wanting online access will need to create a new user profile in the Online Customer Portal.
* Which number on my bill is the customer number and account number?
  * Both 6-digit numbers can be found in the upper left hand side of your MPU bill. Your customer number begins with a 4 and the account number begins with a 1 or 7.
* Do I need a new user profile and login if I move?
  * No. You will only need one user profile and login. Simply click on 'accounts' and "add another account" button at the bottom of the page.
* What if my credit or debit card expires that I have saved in my 'Wallet'?
  * You are responsible for updating your 'Wallet' information. MPU cannot update information for you.
* Are there fees associated with different payments?
  * Yes. Paying with a credit or debit card, has a $3.50 convenience fee. Paying with an e-check is free.