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PRESS RELEASE

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MPU URGES CUSTOMERS TO CHECK THEIR INSURANCE POLICIES

On January 22, 2019, a sewer backup was experienced in the 1300 block of Hazelwood Drive near Madeline Lane in the City of Manitowoc. Unfortunately, circumstances such as ruptured or broken water mains and many other unanticipated problems transpire from time to time despite all reasonable precautions and diligent efforts to anticipate and avoid these problems. To the knowledge of MPU, seven homes experienced some impact. MPU promptly reported the unexpected incident to its insurance carrier, which in turn has worked with the homeowners to help with the problems for which MPU maintains insurance.

MPU makes every effort to provide the very best service to its customers; however, from time to time, an event may take place beyond MPU's control. In this incident, a water main ruptured unexpectedly. By itself, this is an inconvenience that is usually addressed quickly and efficiently; however, MPU's investigation revealed a rather unexpected twist: The water released from the rupture entered a sanitary sewer manhole which in turn caused backup to seven homes in the vicinity. The problem was identified and addressed as quickly and efficiently as possible and MPU wishes to thank its employees and customers for their help.

MPU advises all homeowners and business owners to make sure they check to see that they have appropriate insurance coverage for such unexpected events. MPU will always do its best to deal with such events, but everyone that is served by MPU should take steps to safeguard their home, business, and property from events such as ruptured utility pipes which occur from time to time.

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