



PRESS RELEASE

MANITOWOC PUBLIC UTILITIES
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FOR IMMEDIATE RELEASE

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Emailed to:
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Moratorium on Disconnections for Past Due Utility Bills Ending

Manitowoc Public Utilities would like advise customers behind on their utility bills that the Public Service Commission of Wisconsin (PSCW) will be lifting the restrictions on disconnection for non-payment on July 25. The PSCW had issued a halt on disconnections during the COVID pandemic and 'Safer At Home' order. Customers with past due balances could face disconnection of their utility service unless payments are made to clear the past due amounts or payment arrangements are established.

MPU would like to remind customers of the Minimum Payment Option. Customers behind on their bill receive a notice printed on their bill, in red font, of the minimum payment amount needed to prevent disconnection. Customers are also welcome to contact our office to setup a deferred payment arrangement. Additionally, the Wisconsin Department of Administration has adjusted eligibility requirements for customers seeking heating and electric assistance through the Wisconsin Home Energy Assistance Program (WHEAP). Eligibility will now be based on the household's previous month of income, rather than the former requirement of the previous three months of income. For more information on this program, contact the Economic Support Division of Manitowoc County Human Services Department at (920) 683-4300.

It is important for the customers to review their billing statements; disconnection notices are printed directly on the billing statement.

Customers that have questions on their billing statement or would like to setup a payment arrangement are encouraged to call MPU at **(920) 683-4600** during normal business hours of 8:00 a.m. to 4:30 p.m. While the threat of Covid-19 still exists, in person visits to the utility office are discouraged. If you need in-person assistance, a face covering is required in the utility business office. Payments can be made through the utility website at www.mpu.org or in the drop box at the main office at 1303 S 8th Street.

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