

**RESOLUTION NO. 2020-4**

**RESOLUTION OF MANITOWOC PUBLIC UTILITIES COMMISSION  
RECOGNIZING CUSTOMER SERVICE WEEK, OCTOBER 5-9, 2020**

WHEREAS, the Manitowoc Public Utilities provides utility services within the City of Manitowoc; and provides contract utility services outside city limits;

WHEREAS, the MPU mission statement specifies: "MPU is committed to be the trusted primary resource for providing customer-focused utility services;

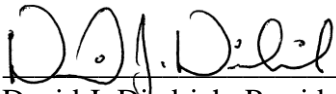
WHEREAS, providing excellent customer service is an essential component of successfully operating in accordance with the MPU mission statement and an expectation of our customers;

NOW THEREFORE, the Commission resolves as follows:

1. That MPU will continue to work to bring lower-cost, safe, reliable electricity, water, steam, and dark fiber services to community homes and businesses; and.
2. That MPU will encourage their employees to take initiative and continue to provide new and more efficient ways of providing excellent customer service; and:
3. That the week of October 5-9 be designated Customer Service Week in order to honor MPU and its staff for the continued commitment to providing excellent customer service.

Adopted this 14<sup>th</sup> day of September, 2020.

Introduced: September 14, 2020  
Adopted: September 14, 2020  
By a vote of: 7 Ayes  
0 Nays  
0 Abstain

by:   
David J. Driedrich, President  
Manitowoc Public Utilities Commission