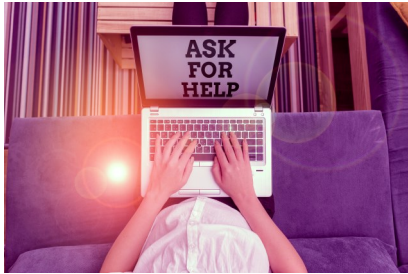


Wisconsin Help For Homeowners



Wisconsin Help for Homeowners is designed to help pay for overdue housing bills. Qualified homeowners can get assistance paying for utility

and home energy payments, mortgage payments, and other household bills. You do need to qualify for this program to receive assistance. Qualifications are based on several factors including, but not limited to; income, COVID impact, and type of residence. To learn more about this program and the qualifications, or to apply, please visit: <https://homeownerhelp.wi.gov> or call Lakeshore Community Action Program at 920-682-3737.

Call Before You Dig



Whether you're installing a fence, adding a "for sale" sign, or planting a new tree; your first step should always be to call 811! Calling 811 will connect you with the Diggers Hotline where you can file a request to have utilities located where you will be digging. This extremely important step will keep you safe from potentially exposing, or digging into, electric or gas lines that could severely harm you. You can also file a request online at www.diggershotline.com. As a free service, Diggers Hotline will inform the owners of the utilities that you need utilities located. You can find a FAQ on their website for any questions you may have.

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

Physical & Mailing Address

Main Office

1303 South 8th Street

Manitowoc, WI 54220



Community Owned...Customer Focused

Manitowoc Public Utilities
Committed to be the trusted primary resource for providing customer-focused utility services.

The Connection

July 2022

News from Manitowoc Public Utilities



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Come See Us!

MPU's Open House is just around the corner! We will be hosting this annual event on Thursday, September 22nd from 3PM to 6PM at our office on 1303 South 8th Street.

This event is an opportunity for the community to come together and tour the power, water, or wastewater plant; take a bucket truck ride; see some electric vehicles; and visit the kids corner to help your kids learn about conserving energy.

MPU is so grateful for the community's support and we are looking forward to seeing you in person on September 22nd!



Conservation Corner

Air Conditioning Tips



Summer is finally here! As we break out the shorts and sunscreen, we also end up turning on the air conditioner and start seeing our electric bill

increase. How can we work to control air conditioning costs this summer? Here's a few tips:

1. Get your unit tuned up by a HVAC contractor. A well maintained air conditioning system will work more efficiently, which leads to savings.
2. Close your window curtains/blinds during the day to help block sunlight from heating your house.
3. Utilize a programmable thermostat to set the temperature of your home to be warmer during the day and cooler during the night.

Water Rate Case Filing

Competitive rates are a constant focus of MPU's leadership team and Commission. MPU will be filing a request to increase water rates with the Public Service Commission of Wisconsin (PSCW) in July. The requested increase in retail rates will be approximately 15%. The last rate *increase* was approved by the PSCW back in 2012. Between 2012 and 2022, costs have drastically increased. There are a number of factors that applied to this water rate case, but the primary reason for the filing is because of a rise in operating and maintenance costs largely caused by inflation.

The graph to the right displays an average residential water bill cost comparison amongst utilities throughout Wisconsin. This graph **includes** the proposed rate increase. MPU's retail water rates, indicated by the red line, are in the bottom 3% in the state.



What does this mean for the average residential customer? Since our rates are already so competitive, the average residential customer using 5,600 gallons per month will only see about a **\$2.50 per month increase** in water charges. That's less than two gas station bottles of water! The increase will be reviewed by the PSCW and may be adjusted prior to finalization of the rate case. Timing of the rate increase is dependent on PSCW approval; MPU anticipates this increase to be effective late first or early second quarter of 2023.

What Is Unidirectional Flushing and Why Do We Do It?

Unidirectional Flushing (UDF) is used to clean and improve the carrying capacity of our water distribution system. By opening and closing pre-determined valves, therefore isolating a specific section of water main, staff are able to flush this section of main by opening a specifically selected hydrant that will draw water through that section. Since the main is isolated and only being fed from one direction, the speed of water flowing through that section is greatly increased producing a scouring effect. The scouring removes any potential sediment build-up and cleans the water main. This is very important maintenance for our system.

Although it may appear water is being wasted during this process, it is not. MPU's water is drawn directly from Lake Michigan and then filtered. The water used during UDF drains into the stormwater system, which ultimately flows back to Lake Michigan or nearby rivers and streams. If MPU plans on performing UDF in your area, you will receive a letter in the mail. You can also visit our website at www.mpu.org to see where MPU will be working on UDF this summer.

