

# The Connection

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

JULY 2023



## Water Rate Case Filing

Manitowoc Public Utilities (MPU) filed a water rate case with the Public Service Commission of Wisconsin (PSCW) back in the summer of 2022. MPU is requesting an increase in rates largely due to increased operating and maintenance costs. The increase that MPU requested is less than the increase the PSCW is proposing.

**How much will this affect the average residential water customer?** For a customer using about 4,000 gallons of water per month, the monthly increase, including fire protection charges, will only be around \$2.50. *That's less than a few bottles of water from a gas station.* If the PSCW proposed rate increase is approved, the increase would be about \$4.50 per month for the average customer. The PSCW hearing date will be at the beginning of August with new rates expected to be implemented on bills generated in October.

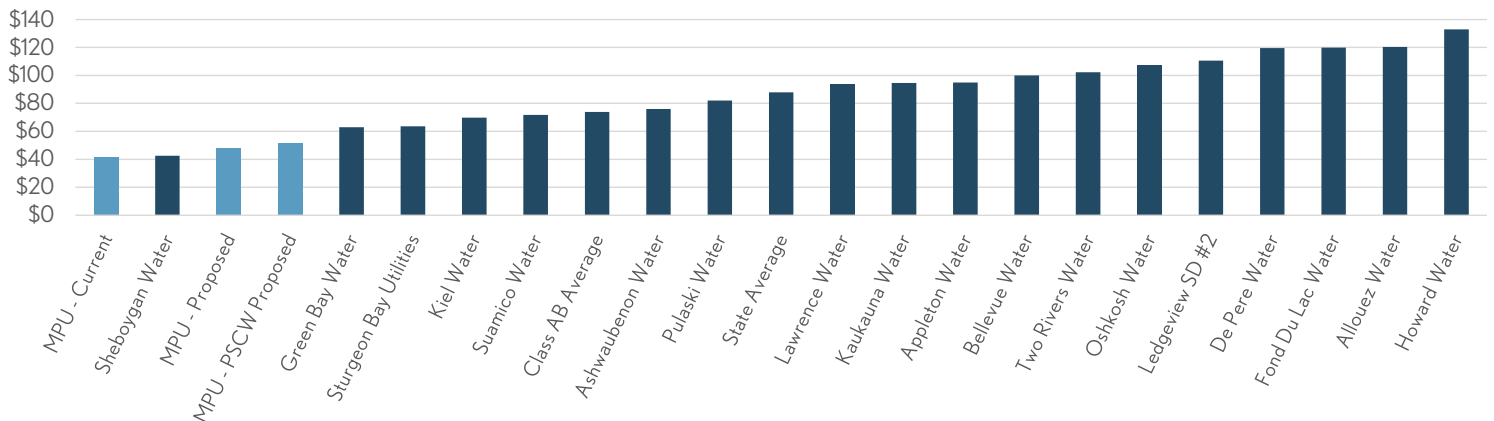
MPU has not filed for a conventional rate increase since 2011. Over the past 12 years, inflation has risen and costs have followed. Our commission and leadership team are dedicated to maintaining competitive rates for you, our customer, while remaining financially healthy. Including the requested increase, **MPU is still in the bottom 10% of utilities across the state of Wisconsin.** Check out the **quarterly** graph below for more details.

## Sprinkling Forgiveness

The Sprinkling Forgiveness Program is in effect from now until October. During these months, you will pay for the water that you use, including water used for sprinkling, but your sewer usage charge on your bill is capped at your winter usage. This is in place to accurately charge customers for their sewer usage even when water usage is inflated due to summer irrigation. If you have any questions about your bill, please contact our customer service team at 920-683-4600.



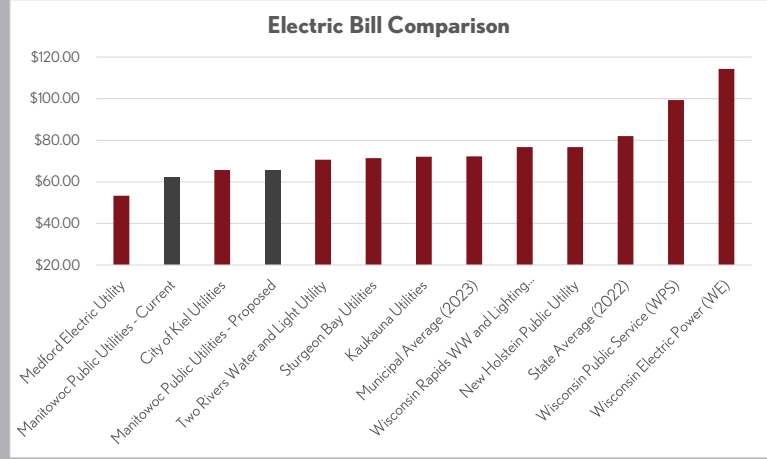
Quarterly Water Bill Comparison



Data taken from PSCW website (4/25/2023). Average bill based on a 5/8" meter and 12,000 gallons consumption (excludes public fire protection charges).

# Electric Rate Case Filing

MPU filed an electric rate case with the Public Service Commission of Wisconsin (PSCW) in December of 2022. We are requesting a change to our electric rates, which for the average residential customer using 600 kilowatt hours (kWh) equates to an increase of about \$3.78/month. The last rate *increase* was filed in 2005 and there have been four *decreases* filed since then. **Why are we requesting an increase?** MPU has worked diligently to maintain our highly competitive rates, but the continued increase in fuel and purchased power costs, along with inflationary increases to our operations and maintenance costs, have become a challenge. **Even with the increase, MPU will still have extremely competitive rates compared to other municipal utilities within Wisconsin.** The graph to the right shows MPU's residential electric rates compared to nearby municipals across the state, as well as some investor owned utilities. This comparison shows both **current** and **proposed** rates for MPU. The PSCW hearing will be at the end of July with new rates expected to be issued on bills generated in September.



Utilizing April 2023 PSCW website data for municipals, as well as IOU utility tariffs, the graph above displays an average monthly residential electric bill (600 kWh) cost comparison amongst utilities throughout Wisconsin.

# Sump Pump Operation

*Is your sump pump running frequently, even in dry weather?*

Underground watermain or water service leaks are often visible as they come up through the ground, but what about leaks that don't surface? Sometimes a leak will follow underground trenches to a sewer pipe; these kind of leaks are hard to identify.

MPU has recently discovered a few underground leaks that are ending

up in a neighbor's sump pump. The only way MPU is informed is when a neighbor reports that their sump pump seems to be running all the time, even during a dry period.

If you have unusual sump pump operation, especially during dry periods, please call our office at 920-683-4600. The water department can run tests to see if municipal water is coming into the basement. We appreciate your help in identifying any leaks in the water system.



# Summer Water Meter Remote Checks

Who is that knocking at your door? It might be us! MPU has a summer employee performing remote water meter checks. He is going door to door verifying that the water meter reading inside your home matches the reading on the remote register outside of your home. We perform these checks annually to ensure our billing records are up-to-date. Most often, the two are matching, but if they aren't, your next bill would show the reconciliation.

For identification purposes, he wears MPU branded clothing, has an employee ID, and travels in a MPU truck. If you have any questions or need verification that he is part of the MPU team, please call us at 920-683-4600. We appreciate your willingness to help us complete this important audit.

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### Online

www.mpu.org  
Customer Service  
920-683-4600  
mpucustomerservice@mpu.org  
Follow us on Facebook



### Report an Outage

Electric: 920-683-4622  
Water: 920-683-4633  
Diggers Hotline Quick Dial: 8-1-1  
Toll Free: 1-800-242-8511



### Physical & Mailing Address

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