

Update Your Contact Information



MPU relies on up-to-date customer contact information to ensure we can contact you regarding your account and during emergencies. If

you've recently removed your landline phone, updated your cell phone number, changed email addresses, or have a new mailing address, please call our Customer Service department at 920-683-4600 to update your contact information.

Additionally, if you'd like allow your account information to be released to another contact, please visit our website at www.mpu.org to fill out a "Customer Consent Form."

Do You Follow Us?



Did you know that MPU has a page on Facebook? We utilize that social media platform to post about news, events, assistance information, rebates, career opportunities, water quality information,

electric and water efficiency tips, and promotions. During business hours, large outage information is posted as well. If you're a history buff, we have posts for you, too!

Search for "Manitowoc Public Utilities" on Facebook and "Like" our page to ensure MPU's posts will start appearing in your feed. We look forward to engaging with you in a constructive manner!

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

March 2022

News from Manitowoc Public Utilities



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Utility Scams 101

Utility account scams are becoming more and more common. Scammers will target individuals using creative ways to scare them into providing financial or account information. Here are some tips :



1. MPU will never call and demand immediate payment over the phone to avoid disconnection. We do make automated phone calls to remind customers about their account status if in arrears, but we will always ask you to call our office back during business hours.
2. MPU will never ask for payment via prepaid cards, gift cards, or by wire transfer.

If you encounter this, hang up immediately and call our office at 920-683-4600.

Conservation Corner

Spring Tips



It might not feel like it right now, but spring is coming! Daylight Savings Day is March 13, 2022, which will bring longer days and more sunlight. Here are some tips and reminders for spring:

1. Since the days are longer and we gain more sunlight, make sure you open your blinds to take advantage of the heat from the sun to help lower your heating bill.
2. If you have heat tape in your gutters, turn it off once it gets warmer. If forgotten, your energy costs could increase.
3. Reduce the use of your outdoor lights. With longer daylight, outdoor lights aren't necessary as early in the evening.

New! Low-Income Water Assistance Program



A new assistance program was recently formed to provide financial assistance to low-income Wisconsin residents that need help paying their water bills. This assistance is paid towards arrears and billing statements at the time of the application.

To qualify for this new assistance, households must first apply for energy assistance. Once you are qualified, based on the income guidelines below, you can contact the Wisconsin Low-Income Household Water Assistance Program at 1-833-H2O-WISC (833-426-9472) to apply for water assistance. You will

need the following information to complete your application:

1. Most recent water billing statement
2. Social security numbers for everyone in the household
3. Written proof of your household's gross income for the one month prior

If approved, payments will be made directly to MPU and applied to your utility account. You can obtain the information needed for your application by contacting our customer service department at 920-683-4600. Water assistance funds are limited.

Household Size	Previous Month's Income
1	\$2,591.92
2	\$3,389.42
3	\$4,186.92
4	\$4,984.42
5	\$5,781.92
6	\$6,579.42
7	\$6,729.00
8	\$6,878.50

Why Do Water Main Breaks Happen More In the Winter?

You may have noticed MPU fixing water main breaks this winter. What causes water mains to break more frequently during the winter? There are two primary reasons: the construction material and age of our older pipes and the frost level. The oldest mains are constructed with cast iron, which can be more brittle than current material, ductile iron.

When the temperature starts to drop below 32 degrees, the water in the soil starts to freeze creating frost. Frost begins to grow deeper into the ground and it creates a downward force on underground water pipes. Our water mains are buried deeper than the typical frost level, but the pressure of the deepening frost can cause older pipes to crack and create a leak.

If you see water bubbling up from the street, please contact the MPU water emergency line at 920-683-4633. We are available 24/7 and will quickly respond to make the repair.

