

## COVID Update

Manitowoc Public Utilities takes our responsibility to provide safe electricity and drinking water to our customers seriously while ensuring the safety of our employees and customers. Our office continues to be closed to the public to help reduce the risk of COVID spread and to maintain the resources we need to provide our essential services. However, we are still here and available! If you need to contact MPU, we have several methods available:

- By telephone: customer service representatives are available from 8:00 a.m. to 4:30 p.m. at 920-683-4600
- By email: [mpucustomerservice@mpu.org](mailto:mpucustomerservice@mpu.org)
- By appointment: if you need in-person assistance, contact customer service to schedule an appointment. Face coverings and social distancing are required.
- Via website: navigate to [www.mpu.org](http://www.mpu.org) and click on "Contact Us" in the upper right hand corner of the page.

We look forward to re-opening our doors to our customers when it is safe to do so!

## About the Cover

Water main breaks are unpredictable, but restoring water service safely is a priority at MPU.

As the weather turns cold, main breaks become more and more common. This can happen due to the pipe material expanding and contracting, corrosion, soil conditions, age, or ground movement.

When a main break occurs, MPU's water crew isolates the pipe by shutting off valves and temporarily placing the water supply out-of-service for the time it takes to complete the repairs. After repairs are complete, the pipes are flushed and the area is cleaned.

MPU's water crew is available 24/7 and can be contacted at 920-683-4633 when there is an emergency.



## Contact Us

### Online

[www.mpu.org](http://www.mpu.org)

### Customer Service

920-683-4600

[mpucustomerservice@mpu.org](mailto: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

### Address

Main Office

1303 S. 8th Street

Manitowoc, WI 54220

### Mailings

Office

PO Box 1090

Manitowoc, WI 54220

Customer Service

PO Box 1087

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

February 2021

## News from Manitowoc Public Utilities



Community Owned...Customer Focused



# Be Kind to Your Meter Reader This Winter!

Meter readers read an average of 500 water meters per day—in all kinds of weather. Unfortunately, once the snow begins to fly these hearty folks may be subject to unseen obstacles buried beneath the white stuff. Some of these obstacles are easily removed, like the garden hose left outside after summer's sprinkling, or the rake from fall clean-up.



Other permanent obstacles like shrubbery, plants, and down spouts covered by snow should be marked, so meter readers don't step on them. Additionally, please try to avoid piling snow in front of meters or in the access way to the meters. Although it's not necessary for you to shovel a path to the meter, keeping the access open is greatly appreciated.

If you have any questions, please call Manitowoc Public Utilities at 683-4600.

## Conservation Corner Heating System Tips

The way someone operates their heating system will affect how much energy they use. The following tips will help lower your heating bill and ensure efficiency with your system.

- Setting your thermostat between 68 and 70 degrees when you are at home and then lowering it by at least five degrees when you are away or sleeping will save you about five percent on your heating bill. Try using a programmable thermostat to adjust the temperature automatically.



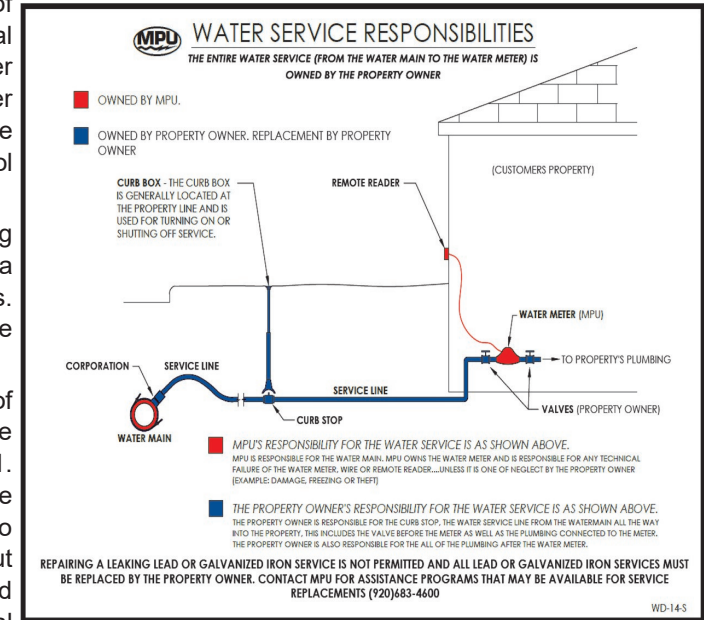
- Leave the fan switch on your thermostat set to 'auto' unless you have a specific need for additional air circulation. Some choose to operate their fan continuously to even out warm and cold spots in their home, or to provide extra air filtration which may be beneficial to occupants with health concerns. Setting the fan to 'on' will cause it to run all the time adding several hundred dollars to your annual electric bill.

# Lead Service Lines & Replacement Funding

A water service line (or lateral) is the pipe that connects the water main in the street to your home. You are the owner of this pipe and are responsible for all costs of maintenance and replacement, including the curb stops, per MPU service rules. Section 17.090 (3) of the City of Manitowoc Municipal Code does not permit partial replacement or repair of lead or galvanized iron water services. Should any part of a lead or galvanized water service be replaced, all lead or galvanized iron shall be replaced between the water main and building control valve at the property owner's expense.

In order to assist customers with the cost of replacing a lead service line, MPU offers customers up to a \$6,000 loan at an interest rate of 2.5% for 10 years. To request more information or get a copy of the application, please contact our office at 686-4312.

In late 2020, MPU applied for and received approval of \$1.5 million in principal forgiveness funding from the Wisconsin Department of Natural Resources for 2021. This money can only be used for the complete replacement of a lead service line (from the home to the water main in the street). MPU will be sending out a targeted mailing to all known properties with a lead service line with more information on the principal forgiveness funding.



# Is Your Street or Security Light Bright at Night?

MPU maintains nearly 5,000 street and security lights in the City of Manitowoc. Although MPU has an ongoing repair program, malfunctioning lights are usually not noticed during business hours. Your input regarding burnt out or malfunctioning street lights is key to providing quality service at a reasonable cost. Here are the answers to some commonly-asked questions about street lights:

**Q:** What does it mean if a street light is humming or blinking?

**A:** If a street light is humming, buzzing, or blinking (cycling on and off), it usually means that the lamp has reached the end of its life. Let us know and we will replace the bulb.

**Q:** Why would a street light be on during the day?

**A:** "Day Burners" are common after a thunderstorm but can also be due to a defective photocell. It's always helpful to let us know about these just in case we don't spot it right away.

**Q:** What information do I need to report a street light out or malfunctioning? How do I report this to MPU?

**A:** You can let us know the closest street address, intersection, or the six-digit pole ID number (shown with two-inch-high metallic numerals, usually on the street side of the pole at eye level). The quickest way to report an issue with a light is to submit a form on our website at [www.mpu.org](http://www.mpu.org). Once there, click on "Report an Outage." Click on "Contact MPU" and fill out the form (you don't have to fill in all the blanks – just give us any information you have) and click "Submit." You can also call us at 920-683-4600 and speak with a customer service rep or just leave a message.

MPU relies on reports from customers to keep your street bright and safe. Thank you for your assistance!