

The Connection



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

JANUARY 2023



New Year, New Look, New Addition

Manitowoc Public Utilities (MPU) is entering into the new year with an addition to the family and a fresh new look! As of January 1st, the City of Manitowoc Wastewater Treatment Facility (WWTF) was officially transferred to MPU. This transfer encompasses 15 employees and a wide range of treatment assets. MPU has been managing the WWTF since 2019. What does this mean for the community? Wastewater collection and wastewater treatment are now separate. For collection related issues, such as lift stations, the City of Manitowoc is still your contact. For treatment related issues, MPU is now your contact.

This separation will also flow to your utility bill. MPU has always billed for the costs of wastewater collection and treatment on your monthly utility bill on behalf of the City. In order to separate the funds, you will now see four line items under the "Sewer" section of your bill instead of two. Two base charges; one for collections and one for treatment; and two flow charges, also separated out.

As part of welcoming the WWTF into the MPU family, we recently completed a rebranding to be able to visually show the community the three core services we provide: electric, water, and wastewater. Although there are many different services nestled under those three, these are our enterprise funds represented by color in the logo: red for electric, blue for water, and green for wastewater. These specific colors directly correlate with the color of the locating flags associated with each service. This rebranding will be a slow rollout, so you may still see both logos on documents, or vehicles, while we transition.

We are proud to be your essential services provider in our community. Thank you for your partnership.

Tree Trimming

MPU is required by Wisconsin State Electrical code to maintain clearance between trees and power lines. Trees contacting power lines can cause power outages, fire hazards and other dangerous conditions. To avoid those issues, MPU, or our contracted third-party, trims trees that are impeding on electric power lines. Primarily, this work is completed in the wintertime. If we anticipate trimming on your property, you will receive a letter notifying you. MPU will largely be working within the Southwest quadrant of the City of Manitowoc this winter season.



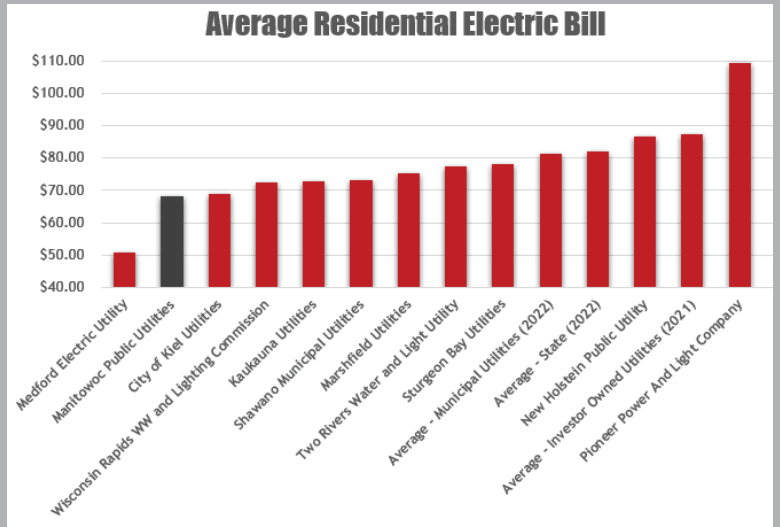
Conservation Corner Space Heater Tips

As we enter into a season of continual cool temperatures, we're tempted to find quick ways to keep warm while working remotely at home or relaxing in front of the TV. Space heaters are often turned to for quick heat, but they can be expensive and dangerous. **Here's a few tips:**

- 1 Use sparingly and choose a newer, energy efficient model that can be adjusted to provide the exact level of extra heat required.
- 2 Leave at least four feet of space between your heater and nearby drapes, furniture, and bedspreads.
- 3 Don't plug a space heater into an extension cord - extension cords can overheat if used constantly.

Electric Rate Case Filing

MPU filed an electric rate case with the Public Service Commission of Wisconsin (PSCW) in the middle of December. We are requesting a change to our electric rates, which for the average residential customer equates to an increase of about \$6/month. The last rate *increase* was filed in 2005 and there have been four *decreases* filed since then. In fact, the increase MPU is requesting in this rate case will put our residential rates at only approximately 4 percent higher than in 2006. **Why are we requesting an increase?** Primarily, inflation. MPU has worked diligently to maintain our highly competitive rates, but the continual rising fuel and inflationary 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. This comparison **includes** the proposed increase. Once the PSCW schedules a hearing, customers will receive a letter inserted within their bill with the hearing information listed.



Utilizing PSCW website data for IOU's from 2021 and municipals from 2022, the graph above displays an average residential electric bill (600 kWh) cost comparison amongst utilities throughout Wisconsin. This graph **includes** MPU's proposed rate increase.

Be Kind To Your Meter Reader

MPU's meter reading staff are out reading meters during sunny skies, rainy clouds, and freezing temperatures. During a reading cycle, they read about 500 water meters per day!

Although they know how to brave all of the elements, there are steps customers can take to ensure a safe trip this winter. Please consider the steps to the right to be kind to your meter reader!

- 1 Putting away tripping hazards that may be hidden beneath the snow such as a hose, toy or sled.
- 2 Trimming bushes and shrubbery so there is a 3' clearance surrounding the meter.
- 3 Avoid piling snow in front of the meters or access way to the meters. Shoveling a path is not necessary, but it sure is appreciated!

New Payment Options - Take Advantage Today!

MPU partners with Paymentus to offer online, and many other, payment solutions. Paymentus recently rolled out additional payment options that you can start taking advantage of today! You can now make payments at Walmart through Walmart Pay that will be instantly shown on your account. When utilizing this option, please make sure to **specifically** state "Walmart Pay" or your payment may be delayed in being sent to MPU.

Do you have an Alexa at home? She can help you pay your MPU bill! Paymentus has partnered with Amazon to offer Amazon Pay right from your Alexa or your Amazon shopping app. The picture to the left shows some of the payment options offered via our payment partner.

Don't have an online account? It's easy to sign up! Go to www.mpu.org and click "Access My Account." You can register for an account from that page - you will need your MPU account information handy.



Online

www.mpu.org
 Customer Service
 920-683-4600
mpucustomerservice@mpu.org
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Report an Outage

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



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