


## Online Payment Security

The MPU Online Customer Portal offers a secure and user-friendly experience to manage your MPU account anytime, anywhere, using your computer, phone, or tablet.

The Online Customer Portal offers increased security for payment information and payment methods. All account information is encrypted, meaning state-of-the-art security measures are taken to reduce the likelihood of personal information being stolen. The Paymentus Corporation manages payment processing, transaction, and payment security via strict protocols that are held to the highest level of payment security and protection, including PCI Level 1 Compliance, the industry standard. All transactions are managed separately from MPU information systems and are fully-hosted by Paymentus.

 Did you know you can also pay using your PayPal account information in the Portal? Enjoy the ease, convenience and security of PayPal when making your utility payments!



## Other Ways to Pay

MPU offers options to make paying your bill easier!! MPU's office lobby has a Kiosk making it convenient for walk-in customers to make automated, unassisted payments by credit or debit card. The Kiosk allows customers to review balance and billing information while making secure payments. A convenience fee of \$3.50 per transaction is required.

You can also pay by phone or check your account balances 24/7. To access the system call toll free 1-877-653-0380. Fees may apply with transaction.

The Budget Plan levelizes your monthly bill by spreading out payments equally over 12 months, helping you manage your high winter bills. If you have any questions or would like more information please visit our website at [www.mpu.org](http://www.mpu.org) or call customer service at 920-683-4600.

## 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

**Office Hours**  
Monday - Friday: 8am-4:30pm

# Manitowoc Public Utilities Online Customer Portal



**MPU's Online Customer Portal gives you a fast and user-friendly way to manage your MPU account anytime, anywhere!**




**Manitowoc Public Utilities**  
*Community Owned...  
Customer Focused*



# Account Registration

MPU customers wanting to access account information online will need to register as a new user, but it will take less than 5 minutes! You will find the link on MPU's website. Click on 'Access My Account' located in the middle of the homepage. This will bring you to the main portal screen where you'll enter in your email address, a password, personal information, and answer two security questions.

 New Account Information

**Email Address**

Passwords must meet the following requirements:

- must be at least 10 characters in length
- must contain at least one number and 1 alpha
- only alphanumeric and special characters are allowed

For enhanced security, do not use proper names, words commonly found in the dictionary or repeating sequences of numbers.

**Password**

**Re-enter password**

**First Name**

**Last Name**

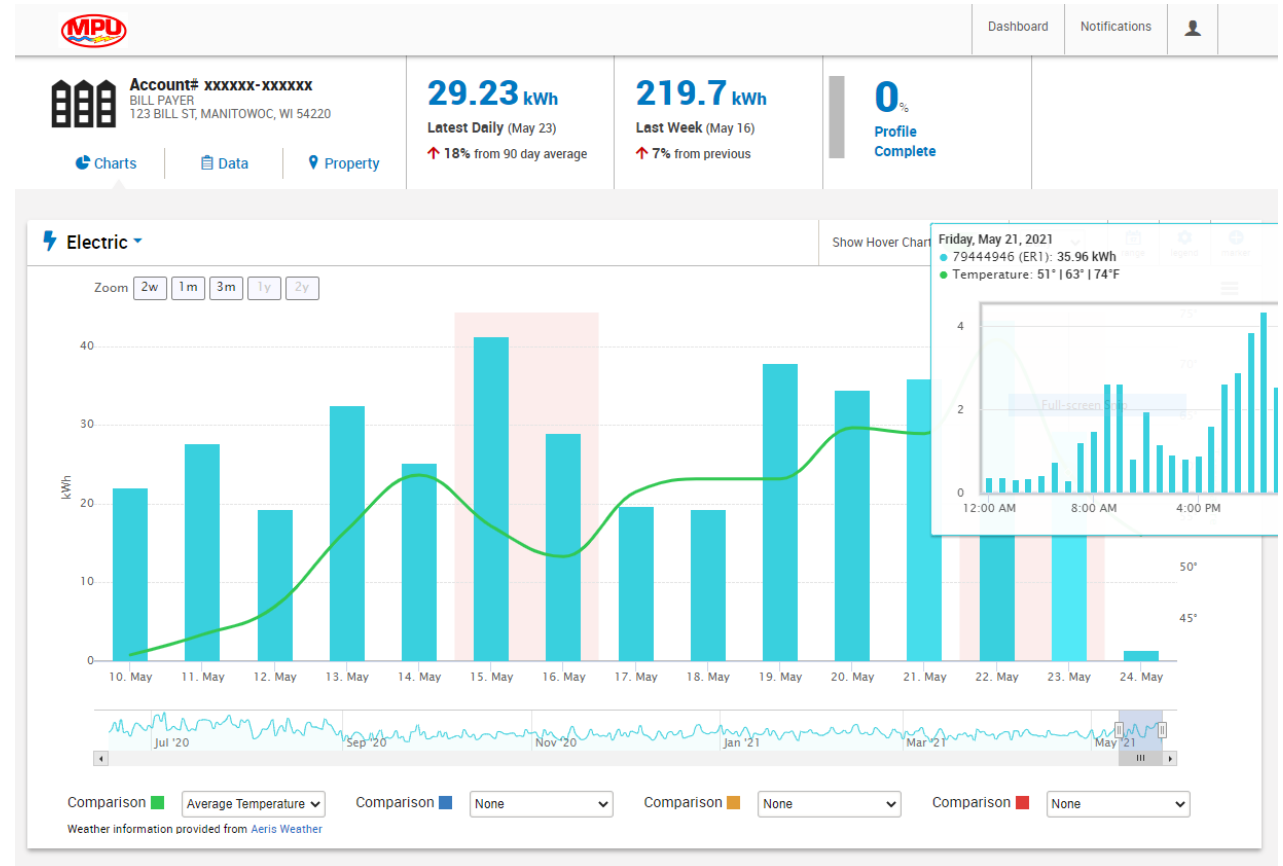
After clicking 'enroll', you will be directed to the main page of our new customer portal. **Add the accounts you wish to access by entering your customer number and account number, located on your bill.**

You can also sign up to go paperless if you'd like. Once you sign up for e-billing, you will no longer receive paper bills, rather, you will receive an email or text message with a link that will take you to our website where you can view your current bill and other account information.



# New Customer Portal Feature — MyMeter® Usage

MPU is excited to announce the release of an all new feature available to customers registered for the Customer Portal — consumption and usage information brought to you by MyMeter®. MyMeter® provides a range of benefits that will enable you to better understand your energy and water usage throughout the year:



- Interact with graphical heat maps that provide detailed insight into fluctuations in consumption by day, week, month and annual date ranges.
- Resolve questions and concerns by reviewing and comparing data.
- Track how changes you make to energy and water usage and behaviors in your residence affect consumption and learn how to make your usage as efficient as possible.
- Enjoy responsive design enabling view of information from your favorite device: desktop, phone or tablet.

Once logged into the Customer Portal, select 'Accounts', in the left-hand side navigation. In the "More" click on "View Consumption". You will be re-directed within your browser to the MyMeter® usage portal.

**IMPORTANT:** The MyMeter® Portal will open a new tab in your internet browser. If your browser has pop-up blocking enabled, it is necessary to manually permit the pop-up blocker to allow pop-ups and redirects from the ipn.paymentus.com webpage.