

Lower Utility Bills!

On May 1, 2019, MPU filed an application with the Public Service Commission of Wisconsin (PSCW) to reduce electric rates by 5%. The major driver in the rate decrease was a reduction in power supply costs as well as a reduction in depreciation rates on the power plant assets. The PSCW recently completed their review of the application and approved a reduction in electric rates of 5.6%.

New electric rates are effective for usage after April 1, 2020. The average Residential customer using 650kWh of electricity per month will see an approximate decrease of \$3.90 per month.

Additionally, a 3% electric rate decrease was just announced and will be phased-in over the next three months starting in June. This additional decrease is due to reduced energy prices driven by reductions in energy consumption related to the COVID pandemic which is being passed through from MPU's wholesale power provider.

As a publicly owned utility, MPU is able to pass savings directly to our community's residents and businesses. This is one of the many benefits of a community owned utility! Revised electric tariffs and rate schedules can be found on our website at www.mpu.org/electric-utility/rates-tariffs-electric.

About the Cover

Mr. Adams is an experienced leader in the municipal utility environment. He comes to MPU from Elk River Municipal Utilities in Elk River, Minnesota where he has served as their General Manager for the last 11 years. Troy has a Bachelor's of Science degree in Mechanical Engineering from UW Milwaukee and is a licensed Professional Engineer. Troy is a native of Trempealeau, Wisconsin.

Mr. Adams is an advocate for public power and shows his commitment through various organizations. He is a current board member and RP3 panel member of the American Public Power Association (APPA) as well as a board member and treasurer of the Minnesota Municipal Power Agency. Additionally, he has served on the board of the Minnesota Municipal Utilities Association (MMUA) and the Midwest Municipal Transmission Group. Troy has been recognized for his outstanding dedication and initiative with the MMUA President's Award in 2019 and Distinguished Service Award in 2017. Welcome Troy!

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

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

July 2020

News from Manitowoc Public Utilities



Please join us in
welcoming our new
General Manager,
Troy Adams!



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Is Our Water Safe? Yes, it is!

MPU's 2019 Water Quality Report is now published on our website. The report is mandated by the Safe Drinking Water Act and details our water sources, results of our water tests and how they compare to regulatory standards. Our tap water met and exceeded every federal and state drinking water health standard last year, and in years past. MPU produces some of the highest quality drinking water in the nation. You can count on MPU for quality water from your tap; our results speak for themselves!

You can request a copy of the 2019 Water Quality Report by calling us at 683-4600 or find it online at <http://www.mpu.org/2019ccr>.



Conservation Corner Cash-Back Reward for Smart Thermostat

Tired of inconsistent home temperatures and high energy bills? Focus on Energy (FOE) can help with their smart thermostat incentive available to MPU customers. FOE will provide an incentive of \$50 when you upgrade.

Smart thermostats auto-adjust based on outdoor temperatures and your own preferences, and can be controlled from anywhere using your smartphone or other device. Plus, they're easy to install, easy to use, and help you save energy and money year-round—up to \$150 annually!

Some smart thermostats even notify you when your heating and cooling system isn't operating at top condition. You'll know when to change a dirty filter or schedule a tune-up before you need a costly repair.

To get your smart thermostat, visit www.focusonenergy.com/manitowoc and click on 'Get a smart thermostat incentive'. You can download an application or instantly receive your \$50 incentive by purchasing through their new online store, the Focus On Energy Marketplace.

New Generation Resiliency Project

The MPU Commission and Manitowoc City Council recently approved the purchase of a new generator to be installed at the Power Plant complex on Columbus Street. Since August 2013, MPU has conducted various studies to address the availability of back-up generation for Boilers 8 and 9 at the Columbus Street power plant. The need for back-up generation arose during this time as MPU's two diesel generating assets, originally installed in 1985, were nearing end of life and have now been retired due to age and reliability concerns. These 5.5 MW units had previously provided the back-up power to the power plant.

The MPU Commission clearly recognized the need for electric service continuity in the community. At this time, if a major transmission line outage were to occur in the City, similar to the black-out event in 2005 on the east coast when communities did not have electric power for days, MPU would be unable to provide power and water to residents and businesses. The Commission also recognized the lack of emergency shelters in the City and need for several 'quality of life' facilities within the community.

The project as proposed by the engineering consultant will require the purchase of an 11.7 MW dual fueled engine-generator. The project will also include distribution system upgrades to allow for 'islanded operation' of the MPU generating assets. The islanded operation is also known as "micro-grid". The islanded operation of the assets entails disconnecting from the 'power grid' and routing power generated by MPU directly to customers within the City. This project will be subject to various regulatory approvals.

Moving forward with this project will ensure that the quality of life facilities such as water treatment and pumping facilities, City Fire and Police buildings, County Dispatch Center and the Courthouse will have power within 4 hours in the event of a major transmission grid failure. The project will also ensure the vast majority of the City's customers will receive power within 16-24 hours of such a failure. It is expected to take 2-3 years to complete the project, being operational in 2023.

AMI Project Update and Utility Bill Changes

In 2018 MPU awarded a \$3.1 million contract with Eaton Corporation for an electric Advanced Meter Infrastructure (AMI) system. The system replaced all electric meters in the City of Manitowoc and provides data collection points and interface software to existing utility systems. AMI uses state-of-the-art metering and communication technology to permit secure two-way remote communication with utility meters located at businesses and residences in the City. The two way communication will be used to collect daily kilowatt-hour meter readings for billing, monitoring of system voltages, and providing power outage notifications. Overall, AMI will provide proactive customer service, improve system reliability, provide for power outage notification and management, and permit more efficient delivery of utility services.

During 2019, MPU crews installed the sixteen data collection points (gateways) on utility poles and made connections to MPU's existing fiber optic network. Almost all of the 18,000 electric meters in the City were replaced during 2019 with the remainder to be completed in the first half of 2020. MPU is currently configuring an automatic data transfer from the AMI system to the utility billing system and a new customer portal, where customers will have on-line access to energy and billing data. Once the system is operational, customers will have access to a user portal, where they will be able to view their hourly energy consumption. This will be particularly useful for commercial and industrial customers to monitor energy use patterns, and take advantage of off-peak energy pricing. The project is expected to be fully completed by the end of 2020.

A future feasibility study will be conducted to update all water meters with AMI technology, including requesting approval from the Public Service Commission of Wisconsin. 20 water meters have currently been installed in 2019 as a pilot test to prove the manufacturer has the capabilities to convert all the water meters to AMI in the future.