

Storm Season is Here

Spring is here, and warmer days bring with them the increased chance for severe weather.



As a storm approaches, stay up-to-date with storm warnings by using a Weather Alert Radio. This radio will automatically activate when severe storms approach. You should avoid using the phone or appliances during the storm. Always keep flashlights and fresh batteries on hand if the power goes out.

Severe weather can also play havoc with your computer. You can protect your computer and other expensive electronic equipment by using a surge-protected outlet strip. These are available from many retail stores and office supply stores. Be sure the surge protector is listed by Underwriters Laboratories (UL). The surge protector should have a status indicator light, which shows you the surge protector is "on" and functioning properly. If you connect a phone line or other data communication line to your computer, make sure it is protected as well. Many quality surge protectors have this feature built-in. Remember—you get what you pay for. Also, make sure that the outlet that the surge protector is plugged into is properly grounded.

Following a storm, be watchful of downed power lines or branches hanging on power lines. NEVER attempt to remove a limb near power lines. ALWAYS call MPU to remove trees and branches near power lines.

About the Cover

Manitowoc residents are reminded to be cautious when allowing utility service workers to enter their homes or businesses. Residents should never hesitate to ask for proof of identification before allowing anyone into their home. If you're not convinced the employee is a legitimate representative of the utility, contact the company directly for verification.

MPU employees wear uniforms and always carry photo ID badges. MPU service vehicles will be red with the MPU logo on the doors. Each vehicle is also identified with a specific vehicle number located on the fender just in front of the doors. Meter readers mainly travel on foot, so a vehicle may not be seen.

Most visits by MPU service technicians are scheduled in advance, or requested by the customer.

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



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

The Connection

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News from Manitowoc Public Utilities



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Seasonal Meter Readers

Customers are advised that seasonal meter readers will be checking remote registers on water meters throughout the summer, which will require access to most basements. Remote registers, located on the outside wall of buildings, have been installed on homes and businesses with hard-to-reach meters.

The outside dials make it easy for residents and MPU employees to get monthly readings on water and electric meters, without having to get into the basement. The accuracy of the outside dial is checked yearly to make sure it reads the same as the inside dial.

MPU hires several local college students to perform checks each summer, so faces may not be familiar. All full time and seasonal employees wear MPU uniforms and carry photo identification, as discussed on the cover. Most spend their day walking from neighborhood to neighborhood, so an MPU vehicle may not be seen.

If residents are not home, readers will leave a green or blue door hanger for the resident to fill out. Customers should follow the instructions on the postage-paid card and return it to MPU.

Conservation Corner

Focus On Energy

Focus on Energy works with eligible Wisconsin businesses and residents to install cost effective energy efficiency and renewable energy projects. Focus information, resources and financial incentives help to implement projects that otherwise would not be completed, or to complete projects sooner than scheduled. Its efforts help Wisconsin businesses and residents manage rising energy costs, promote in-state economic development, protect our environment and control the state's growing demand for electricity. To learn more about Focus on Energy and money saving offers, visit their website at <https://www.focusonenergy.com/manitowoc>.



focus on energy®

Partnering with Wisconsin utilities

It's Sprinkling Forgiveness Season

The Sprinkling Forgiveness Program has been established so residential water users will not be charged for sewer usage on water used for lawn and garden sprinkling, car washing and wading pools, since it does not enter the City's Wastewater Treatment Plant.

The Sprinkling Forgiveness Program is in effect from April through October. During these months, the sewer flow portion of your bill is calculated based on the average sewer charges during the previous five months. This is the most that you will pay for sewer charges. In the event that your actual sewer charges during Sprinkling Forgiveness Season are less than your average during the winter, your sewer service charge will be based on actual usage. You will continue to be charged for water consumption during these months—it is only the sewer portion of your bill that is adjusted.

In order to conserve on water and the money in your wallet this summer while tending your yard, here are some good habits to maintain:

- It is ideal to water your lawn and garden in the early morning hours. When you water your plants during the heat of the day, much of the moisture evaporates, wasting both natural resources and your hard-earned dollars. Also, watering while the hot sun is shining can be detrimental to plant health – those moisture droplets act as little magnifiers on tender plant leaves.
- Don't water at night or when the temperature is dropping as disease is more apt to attack plants under wet, cool conditions.
- Finally, be sure all hose connections to your homes' drinking water supply are protected from back flow or back siphonage. Use ASSE-Approved vacuum breakers on all unprotected outside facets.

The water source should be directed at the base of the plants to address the issues mentioned above. Your local lawn and garden store offers tools and hose attachments to help you get the water where it's needed without breaking your back or the bank!

LED Street Lighting Project Update

MPU is continuing with the second year of the LED Street Light Conversion Project. An MPU consultant completed a feasibility study on the cost benefit of converting the existing High Pressure Sodium (HPS) street lights to LED technology, with the objective of reducing the annual street lighting costs.

MPU replaced the downtown ornamental fixtures in 2020, and is continuing the project throughout the city by replacing HPS units that fail in the field as well as opportunistic group replacements. The entire project is scheduled to be completed by the end of 2024.

Additional Information about LED Street Light Conversion:

- MPU has chosen LED lights that have equivalent lumen output to the respective HPS lights.
- LED lights use up to 62% less energy than the existing HPS lights.
- LED lights last 2-3 times longer and are estimated to require 75% less maintenance costs than HPS lights.
- LED lights have better color rendering which can improve nighttime visibility and reduce crime.
- LED lights reduce greenhouse gas emissions and contain no mercury.

