

Is Your Curb Stop OK?

Residents want to get outside to enjoy the nice weather, yard work, and fresh air! While outside, you may notice your curb stop, a round metal cap typically located near the sidewalk, pushing up from the ground.



Curb stop boxes are connected to your water service line, the pipe running from the water main in the street to your home, and provide an access point for MPU personnel to shut off water in emergency situations. This portion of the service line can push up into walkways and grass due to the freezing and thawing of ground experienced in winter time. The curb stop box, along with the water service line, is owned by the property owner, who is responsible for its repair and maintenance. The property owner is responsible for protecting the curb stop box from situations that could obstruct access to it or expose it to harm.

If MPU discovers inoperable curb stops or those protruding up from the ground, we are required to notify the property owner of their need to repair or replace the curb stop box.

About the Cover

MPU earned a Reliable Public Power Provider (RP3) ® Diamond Level designation from the American Public Power Association (APPA) for providing reliable and safe electric service.

The RP3 designation recognizes public power utilities that demonstrate proficiency in four disciplines: reliability, safety, workforce development, and system improvement. Criteria include sound business practices and a utility-wide commitment to safe and reliable delivery of electricity. MPU joins more than 270 public power utilities nationwide that hold the designation.

“I am very proud to be a part of this utility with such a strong demonstrated commitment to our community,” said Troy Adams, General Manager of MPU. “This is the culmination of a lot of work from a lot of people who really care about our customers. And this designation is not a final destination; we will continue to evolve, leveraging industry best practices to improve delivered value in our operations and services.”

APPA is the voice of not-for-profit, community-owned utilities that power 49 million people nationwide. The Association advocates and advises on electricity policy, technology, trends, training, and operations.

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



Manitowoc Public Utilities
*Dedicated to providing
customer-focused utility services*

The Connection

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News from Manitowoc Public Utilities



American Public Power Association

DIAMOND LEVEL

Manitowoc Public Utilities

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Community Owned...Customer Focused



Call Before you Dig

Before you dig, you should always know what is below for the safety of you, your family, neighbors, and the general public. There are numerous factors that could cause buried lines to shift and come closer to the surface. So, even if you think you know where lines are, one call can help avoid a potentially dangerous situation.

Digger's Hotline is a free service you should use before you do any kind of digging to make sure you don't damage underground lines and you stay safe. State law requires that an excavator contact Digger's Hotline at least three working days prior to the start of an excavation.

MPU, and other utilities in the area, will respond to your request and locate buried utility lines for you.

Call Digger's Hotline at (800) 242-8511 or by dialing 811. You can also notify Digger's Hotline or obtain further guidance at www.DiggersHotline.com.

Conservation Corner

Leaking Toilets

On of the most common high bill inquiries we receive is related to leaking toilets. A running toilet can waste over 50,000 gallons in one month, costing over \$400 per month in water and sewer charges. If you notice your toilet running continuous, or running intermittently (sometimes called a 'phantom flush') you'll want to get it repaired as soon as possible.

Repairs can be done by a plumber, handyman, or homeowner. There are two problems to look for—the flapper flush valve and the fill valve. The flapper flush valve is at the bottom of the toilet tank and connects by a chain to the flush handle. The fill valve is connected to the tank float. If the flapper flush valve is leaking, you will hear a constant trickle of water, a phantom flush, or the tank will not fill. If the fill valve is leaking, you'll notice the water level in the tank at the top of the overflow tube. The water level in the tank should be 1" below the top of the overflow tube. If you suspect a leak, you can also look at your water meter, usually located in the basement. On the face of the meter you'll see register dials, and a blue leak detection star. If the blue star is moving, there is water flowing through the meter. If you hear water running at the meter, but the meter is not moving, you may have a leak outside. Call us at 683-4600 and one of our technicians can investigate further.

Life Support Customers—Be Prepared!

MPU knows how important electric service is to customers, especially with life support devices. MPU makes every effort to prevent power outages, but sometimes storms, wildlife, and other events cause them to occur.

Customers on electric-powered life support systems are advised to make arrangements to prepare for unpredictable power outages. If you or someone you know depends on electrically powered medical equipment such as a ventilator or kidney dialysis machine for life support, the following tips can help you prepare:

- If you use a cordless phone, remember the phone will not work when the power is off. Cell phones may not work either if the outage is widespread. Many inexpensive non-cordless phones will work in the case of a power outage if they are plugged into an existing phone jack.
- Have a plan in place to ensure continuity of any life-support needs. This might mean traveling to the home of a friend or relative during an outage, or using a back-up generator.
- If you use a back-up generator, be sure it is properly installed and maintained to permit safe operation.
- Some equipment may have battery back-up systems available; make sure they are maintained and tested.
- Keep a battery-powered radio and flashlight nearby, along with a fresh supply of batteries.

The health care centers in our area offer an emergency response system which can be used in non-emergency situations. The unit is connected to your phone line and monitored by staff. For information about the programs, contact your primary care physician or preferred health care center. MPU cannot predict power interruptions, but recovery time is minimized since our team is on stand-by 24/7!



When Power Lines Meet Your Vehicle

If you ever see wires down on your car, the best advice is to stay put. Fallen power lines can energize the car's metal body, and the car's tires can insulate the power from ground. If you step out of the energized car, your body could complete the circuit to ground, resulting in electric shock, burns, and even death. Stay in the car, and wait for rescue personnel to ensure its safe to exit. Alert passerby's to stay clear as well by honking your horn or yelling out the window.

If you must exit the vehicle due to fire, jump clear of the car, avoiding contact with the car and the ground at the same time. You should cross your arms on your chest to help not to touch the car when jumping. Also, keep your feet together to avoid "step potential". The ground around the energized line can be at different voltage levels only a few feet apart, and those voltage differences can be similarly lethal. As you move away from the vehicle a safe distance, shuffle your feet in short steps, or "bunny hop" to avoid voltage differentials.

To view a short, informative video on this topic, check out MPU's Facebook page or watch it here at: <https://www.youtube.com/watch?v=fLVzvMTgGDY>.

Is Our Water Safe? Yes, it is!



The 2020 Water Quality Report is now located 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 years past. MPU produces some of the highest quality drinking water in the nation.

You can request a copy of The 2020 Water Quality Report by calling us at 683-4600 or find it online at <http://www.mpu.org/2020ccr>.