

The Connection

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

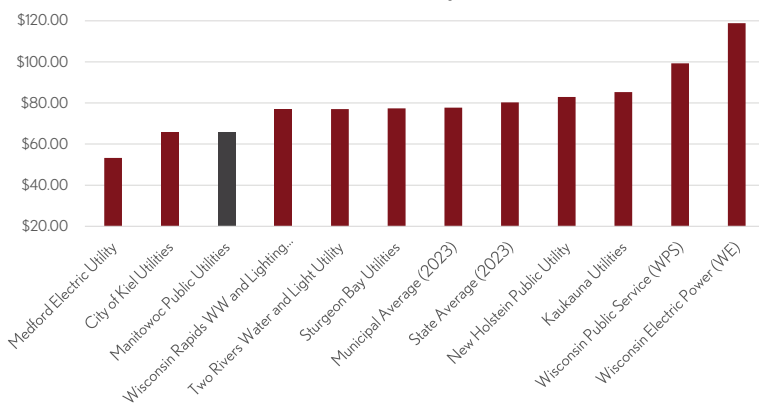
OCTOBER 2023

Electric Rate Filing Approved

Manitowoc Public Utilities (MPU) filed an electric rate increase application with the Public Service Commission of Wisconsin (PSCW) in December 2022. This filing has now been approved with new rates effective for service rendered on or after September 1, 2023. The average residential electric customer using 600 kWh/month will see an increase of about \$3.78/month. The new rates will be reflected on the bills printed in October. The primary reason for the increase request was high fuel and purchased power costs coupled with inflationary operating and maintenance costs. **To view the updated rates, please visit our website at www.mpu.org.**

MPU's rates are incredibly competitive compared to municipals and privately owned utilities within Wisconsin. Public Power is historically known for local control, lower costs, and excellent reliability. As your Public Power utility, we are committed to maintaining cost-effective rates providing economic benefit to our residents and businesses. Check out the graph below for a rates comparison amongst utilities within the state.

Electric Bill Comparison



Utilizing July 2023 PSCW website data, the graph above displays an average monthly residential electric bill (600 kWh) cost comparison amongst utilities throughout Wisconsin.

Does That Go There? Wastewater Edition

MPU's Wastewater Treatment Facility (WWTF) treats wastewater from the residents and businesses in Manitowoc. While they have a robust treatment process, it is incredibly helpful if the community keeps some items out of the sewer lines. **What are some of these items?**

- Fats, Oils, and Greases (FOG) belong in the garbage, not down the drain. They can cause clogged pipes and sewer backups to the home costing expensive repairs. If let cool first, they are easier to dispose of.
- Wipes of all kinds (even if they say they're flushable) can cause damage to the treatment facility equipment.
- Tissues, paper towels, and napkins, should not be flushed; only toilet paper.
- Diapers and feminine products should be disposed of in the garbage.
- No trash of any kind should ever be flushed to avoid clogs and damaged equipment.

A common misconception is that flushing items will avoid them being landfilled, but that is incorrect. Solids that cannot be processed are brought to the landfill - the same place they would end up if they were originally put in the garbage.

Thank you for being responsible with your waste so our WWTF can efficiently treat our community's wastewater!



Energy Assistance Available

Energy assistance is available! You may qualify for energy assistance through the Wisconsin Home Energy Assistance Program (WHEAP). When applying for assistance, applicants are asked a series of questions related to their household size, household income, and annual energy cost. The table to the right lists the guidelines for eligibility. Your previous month's income must be equal to, or less than, these numbers, which are determined by the federal government and reviewed prior to every new assistance season. Assistance applications are processed by both Energy Services, Inc. (ESI) and Partners for Community Development between October 1st - May 15th. Applications may take 4 - 6 weeks to process. Once the application has been fully processed and approved, the benefit will appear as a credit on a future MPU bill. If you use natural gas to heat your home, the credit will appear on your future gas provider's bill. Contact information for both agencies is listed below:

Energy Services, Inc.:

800-506-5596 or <https://esiwi.com>

Partners for Community Development:

833-646-0823 or www.partners4cd.com

Household Size (persons)	Previous Month's Income (Before Taxes)
1	\$2,820.67
2	\$3,688.58
3	\$4,556.50
4	\$5,424.50
5	\$6,292.42
6	\$7,160.33
7	\$7,323.00
8	\$7,485.75

These income levels are effective for the energy assistance season of October 1, 2023 - May 15, 2024.

Frozen Water Pipes

In the bitter Wisconsin cold, it's easy to remember protection for our body - coats, hats, mittens, snowpants, and boots, but what about your water pipes? Proper insulation, or a heat source, in crawl spaces, cold basements, or any other area where pipes are subject to freeze, is imperative to avoid a frozen water meter, lateral, or internal pipes. In Manitowoc, the property owner owns the water line that serves your home all the way back to the point of connection to the water main; therefore, protection and maintenance of the service line is the owner's responsibility.

MPU's Service Rules Schedule X-1, as approved by the Public Service Commission of Wisconsin (PSCW), states that "...damage that may result from allowing a water meter to become frozen..., shall be paid for by the customer or owner of the premises." Additionally, Wisconsin Administrative Code Chapter PSC 185 states that should a lateral freeze as a result of not being appropriately insulated, thawing of the lateral will be the owner's responsibility.

To avoid these additional costs and/or water service interruption, take some time this fall to evaluate your spaces to ensure adequate heat and insulation.

OUTAGE REPORTING INFORMATION

Electric Emergency Line: 920.683.4622
 Water Emergency Line: 920.683.4633

What's the best way to report an outage?

The most reliable way to report an electric outage, or a problem with your water service, is to contact us via phone. Our electric emergency line is 920.683.4622 and our water emergency line is 920.683.4633. While we have multiple social media channels for educational, community outreach, and transparency purposes, they are not monitored 24/7, 365 days per year, and therefore are not a reliable way to report an outage or emergency situation. Additionally, you might have valuable information that could help restore power, or tend to the emergency, in a quicker manner. Please take note of things like trees on lines, a loud bang, if your neighbor's power is also out, or anything else you may have noticed that could be contributing to the issue. We appreciate your patience and help during these critical situations!

Do you follow us on social media? @ManitowocPublicUtilities



Online

www.mpu.org
 Customer Service
 920-683-4600
mpucustomerservice@mpu.org
 Follow us on Facebook



Report an Outage

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



Physical & Mailing Address

Main Office
 1303 South 8th Street
 Manitowoc, WI 54220