

## Customer Service Update

Manitowoc Public Utilities takes our responsibility to provide safe electricity and drinking water to our customers seriously while ensuring the safety of our employees and customers. As such, we have closed our front office to the public to help reduce the risk of COVID spread. Our front office will re-open, but we do not have a set date at this time.

MPU has taken several actions commensurate with federal, state and county government guidance, to help ensure our business and operations continuity. We would like to remind customers that MPU has several options for remote payment and customer service including the following:

- Customer Service call center will be open 8:00 a.m. to 4:30 p.m. Call 920-683-4600
- Email: [mpucustomerservice@mpu.org](mailto:mpucustomerservice@mpu.org)
- Payment options:
  - Mail: PO Box 41, Manitowoc WI 54221-0041
  - Phone: 1-877-653-0380, you will need your customer and account number
  - Online Customer Portal: [www.mpu.org](http://www.mpu.org) - Click on 'Access My Account'
  - Depository Drop Box: located in the parking lot at 1303 S. 8th Street

MPU is continuing to monitor this situation and will evaluate additional actions as recommended. Any questions should be directed to MPU during regular business hours 8:00 a.m. to 4:30 p.m. at 920-683-4600.

## MPU Gift Cards

MPU Gift Certificates are available year-round!

Visit our website at [www.mpu.org](http://www.mpu.org) and click Customer Self-Service—Billing & Collection Policies. Scroll down to Payment Information to find a link to the form.

Customers will need to send in the completed form and payment. We'll print out a certificate and mail the certificate to you or to the recipient, whichever you prefer. If you have any questions, please call our customer service line at 920-683-4600.

## Contact Us

### Online

[www.mpu.org](http://www.mpu.org)

### Customer Service

920-683-4600

[customerservice@mpu.org](mailto:customerservice@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**  
*Dedicated to providing  
customer-focused utility services*

# The Connection

Sept 2020

## News from Manitowoc Public Utilities



*Community Owned...Customer Focused*



## Mercury Collection

Residents of the City of Manitowoc can bring mercury-containing items including: thermometers, mercury switches and relays, heating thermostats, and liquid mercury for free collection/disposal. Each household will qualify for one FREE digital thermometer in exchange for any mercury fever thermometer(s) brought to the Wastewater Treatment Facility, while supplies last. When transporting mercury, please cushion the item and place it in a sealed container.

Mercury can be dropped off Monday-Friday between the hours of 8:00 a.m. to 4:00 p.m. at:

### City of Manitowoc Wastewater Treatment Facility

1015 South Lakeview Drive

Manitowoc, WI 54220

Phone: 920-686-3550

For more information on this program please visit [www.manitowoc.org/520/Mercury](http://www.manitowoc.org/520/Mercury).

## Conservation Corner Leaking Toilets

One of the most common high bill inquiries we receive is related to leaking toilets. A constantly running toilet can waste 50,000 to 70,000 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 will 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 MPU 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 a 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!



## Don't Fall Victim to Scams!

Besides making sure that your electricity and water supply is safe and reliable, MPU wants to remind you that we are also dedicated to protecting your safety and security. When an MPU employee needs to enter your home, he or she will be wearing an MPU uniform, driving an MPU vehicle, and will have an MPU identification badge to show you when asked. If you ever have a concern about allowing an MPU employee to enter your home, call 683-4600 to verify that MPU has sent an employee to your premises and the reason for the visit.

MPU does not use third party collection agencies for any debt collecting. MPU, or any legitimate business, would never demand a reloadable charge card or pre-paid credit card in order to avoid disconnection or service interruption. Please review the scam prevention tips to the right of this article to help keep you and your loved ones safe. Scammers continue to develop new techniques but following these tips will help prevent you from becoming a victim.

If there is ever an issue with your account or of a past due amount, MPU asks for the customer to call (920) 683-4600 to discuss the account with one of our customer service representatives. The customer service representative will ask for verification of the individual calling to ensure your account data is not released to an unauthorized contact.



## Scam Prevention Tips

- Slow down
- Ask lots of questions
- Never wire money or use a prepaid card to take care of a transaction
- Do not give out any personal information, no matter what they say
- If the caller is demanding immediate payment– it's a scam
- A legitimate business will never threaten to bring in local police
- Use your best judgment