

# Water Meter Reading Schedule & Billing Change: Effective March, 2021

With the conversion of electric meters to AMI, MPU no longer needs to manually read electric meters going forward. In order to keep costs low for all customers, MPU will be reducing the number of times small water meters (1" and smaller) are read from monthly to every other month. Several utilities across the state read water meters on schedules other than monthly, some quarterly and some even every six months as allowed by the Public Service Commission of Wisconsin.

In order to minimize the billing impacts of this change, MPU will be estimating water consumption in the months meters are not read by the following methods:

1. Usage is estimated as the same time last year, if customer has been at the location for at least one year. If not,
2. usage is based on an average of the previous 6 months if a customer has been at the location for at least 6 months. If not,
3. usage is based on the customer's last bill or, if it is a new customer, the usage will be set to 1 unit.

Customers will see a true-up on their following bill with the actual meter reading for the two month period adjusted by what was estimated. The following discusses the estimation and true-up process along with sample bills:

- Customer X's meter was read on March 9 for prior month consumption. The register reading was 138.
- Next month, on April 13, Customer X's water consumption was estimated to be 4 units based on historical data. Customer X is billed 4 units of water for March. See sample bill below on left. The current reading is set to 142 (up from the prior 138) to account for the 4 units of water billed.
- Next month, Customer X's water meter was read on May 8 and showed 144 units, which is 2 more than the amount estimated on the last month's bill (142). Customer X will be billed 2 units of water consumption. Over the 2-month cycle that includes the estimate, Customer X has paid for 6 units of metered water, with the first 4 estimated. See sample bill below on right.

Note—MPU bills water consumed in cubic feet. 1 unit of water (1 CCF) is 100 cubic feet or 748 gallons.

Customer Name		Manitowoc Public Utilities 1303 S. 8th Street, Manitowoc WI 54220		For Billing Information, Call 920-683-4600 Visit our Website at <a href="http://www.mpu.org">www.mpu.org</a>				
Customer #	Account #	Service Address	Cycle	Book	Bill Date	Due Date	Amount Due	
440					4/16/2020	5/7/2020	120.77	
		Previous		Current				
Service	Meter #	Date	Reading	Date	Reading	Days Multiplier	Consumption	Year Ago
Water		03/09/2020	138.00	04/13/2020	142.00	35 1	4	3
Electric		03/09/2020	4,414.00	04/09/2020	5,274.00	31 1	860	
Transaction Description		Amount		Transaction Description		Amount		
Last Months Total Bill		128.65		Total Amount Due by 5/7/2020		\$120.77		
Payment - Thank You		-128.65						
Balance Forward		\$0.00						
Electric								
Power Cost Adjustment	860 kWh @ \$-0.0044	-3.78						
Rg-1 Consumed Energy	860 kWh @ \$0.0926	79.64						
Rg-1 Public Benefits	800 kWh @ \$0.0018	1.44						
Rg-1 Service Charge	1 @ \$10.00	10.00						
Total Electric Charges		\$87.30						
Water**								
Consumed Tier 1	4 CCF @ \$1.63	6.52						
Fd-1 Public Fire Protection - 5¢	1 @ \$2.99	2.99						
Mg-1 Service Charge 5/8" Meter	1 @ \$5.15	5.15						
Total Water Charges		\$14.66						
Sewer								
Sewer Base Charge	DWL @ \$10.77	10.77						
Sewer Flow Charge	3 CCF @ \$2.68	8.04						
Total Sewer Charges		\$16.81						
Total Current Bill		\$120.77						

## Estimate Bill Information:

**A**—Any estimated bill is required to be denoted as such.

**B**—This section shows the last meter reading and date of read.

**C**—This section shows the current meter reading (which is estimated to be 4 additional units from the last actual read).

**D**—Denotes the consumed units for billing.

**E**—Details charges for water usage.

If you have any questions regarding this change, please contact MPU at 920-683-4600 or by email at [MPUCustomerService@mpu.org](mailto:MPUCustomerService@mpu.org).

Customer Name		Manitowoc Public Utilities 1303 S. 8th Street, Manitowoc WI 54220		For Billing Information, Call 920-683-4600 Visit our Website at <a href="http://www.mpu.org">www.mpu.org</a>				
Customer #	Account #	Service Address	Cycle	Book	Bill Date	Due Date	Amount Due	
					5/15/2020	6/5/2020	115.97	
		Previous		Current				
Service	Meter #	Date	Reading	Date	Reading	Days Multiplier	Consumption	Year Ago
Water		04/13/2020	142.00	05/08/2020	144.00	25 1	2	3
Electric		04/09/2020	5,274.00	05/08/2020	6,100.00	29 1	826	
Transaction Description		Amount		Transaction Description		Amount		
Last Months Total Bill		120.77		Total Amount Due by 6/5/2020		\$115.97		
Payment through 04/13/2020 -		-120.77						
Balance Forward		\$0.00						
Electric								
Power Cost Adjustment	826 kWh @ \$-0.0044	-3.63						
Rg-1 Consumed Energy	826 kWh @ \$0.0926	76.49						
Rg-1 Public Benefits	800 kWh @ \$0.0018	1.44						
Rg-1 Service Charge	1 @ \$10.00	10.00						
Tax - Electric		4.14						
Total Electric Charges		\$88.44						
Water								
Consumed Tier 1	2 CCF @ \$1.63	3.26						
Fd-1 Public Fire Protection - 5¢	1 @ \$2.99	2.99						
Mg-1 Service Charge 5/8" Meter	1 @ \$5.15	5.15						
Total Water Charges		\$11.40						
Sewer								
Sewer Base Charge	DWL @ \$10.77	10.77						
Sewer Flow Charge	2 CCF @ \$2.68	5.36						
Total Sewer Charges		\$16.13						
Total Current Bill		\$115.97						

## Actual Bill Information:

**A**—This section shows the last meter reading and date of read from the prior month's bill.

**B**—This section shows the current meter reading and date.

**C**—Denotes the consumed units for billing.

**D**—Details charges for water usage.

Note there is no denotation of 'Estimate' on this bill since the meter was read by a technician.

Note—MPU will always get actual readings for customers starting or stopping service.

## Customer Consent Form

State statutes prohibit the release of customer information by a municipal utility unless the customer consents to the release of the information or if another exception applies. MPU has a Consent to Disclose Utility Customer Information form prepared by the Public Service Commission of Wisconsin as required by Wis. Stat. § 196.137 (4). This form is located on our website at [www.mpu.org/images/pdfs/New-Customer-Consent-Form.pdf](http://www.mpu.org/images/pdfs/New-Customer-Consent-Form.pdf). It can be found under our Customer Self-Service tab, then under Billing & Collections Policies.

If you rely on someone else to have access to your account (bill payer, trustee, power of attorney, spouse, or other family member) this consent form will need to be on file with MPU. Please download, complete the form, and return it to the utility either by: email at [mpucustomerservice@mpu.org](mailto:mpucustomerservice@mpu.org) or fax at (920) 686-4315.

## Keep Your Contact Info up-to-date!

If you have new contact information this New Year, please let us know. It is important we have your correct phone number, street address, and email address. This is essential when we need to contact you about your account or a power outage. Verify or provide your information by using our secure Online Customer Portal at [www.mpu.org](http://www.mpu.org) and click on 'Sign In To My Account' or call 920-683-4600.

MPU can also send a copy of your billing statement or notice to a relative, dependent, or other third party at no charge, as well as contact you directly when a relative's service is in danger of being disconnected for nonpayment. If you are a landlord, you can request we provide you with the status of your tenant's account delinquencies but we cannot share balances without the tenant's consent.



## Contact Us

### Online

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

### Customer Service

920-683-4600

[mpucustomerservice@mpu.org](mailto: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

### Office Hours

Monday - Friday: 8am-4:30pm



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# Water Meter Reading Frequency Change

January 2021

## News from Manitowoc Public Utilities



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