

DISCONNECTION NOTICE FOR PAST DUE BALANCE

THIS BILLING INCLUDES YOUR CURRENT CHARGES FOR UTILITY SERVICE AND ANY PREVIOUS UNPAID BALANCE. WE ARE REQUIRED BY PUBLIC SERVICE COMMISSION RULES TO DELIVER THIS NOTICE **TEN (10) DAYS** PRIOR TO DISCONNECTION OF ELECTRIC SERVICE. THE REASON FOR DISCONNECTION IS FAILURE TO PAY THE PAST DUE AMOUNT STATED ON THE BILLING STATEMENT. Your service will be disconnected on or after the date listed on the billing statement unless the account is paid in full or arrangements are made to pay the account under a Deferred Payment Agreement or other arrangement. To avoid the inconvenience of service interruption and an additional reconnection charge, we urge you to pay the full arrears immediately at our office.

IMMEDIATELY CONTACT THE UTILITY OFFICE AT (920) 683-4600

- A. If you dispute the notice of delinquent account.
- B. If you wish to negotiate a deferred payment agreement.
- C. If any resident is seriously ill.
- D. If there is a threat to health or safety of a resident because of the infirmities of aging, developmental or mental disabilities, the use of life support systems, or like infirmities at any age or the frailties associated with being very young.

RIGHT TO APPEAL TO THE PUBLIC SERVICE COMMISSION STAFF: You may appeal to the PSC if the reason for disconnection or the amount of the bill remains in dispute. DIAL TOLL FREE 1-800-225-7729.

DEPOSIT REQUIREMENT: Customers whose service has been disconnected may be required to make a cash deposit or other guarantee as a condition of continued service.

RATE SCHEDULE: Applicable rate schedules will be furnished each calendar year or upon request. Information about the calculation of your bill and an explanation of cost adjustment factors are available from Manitowoc Public Utilities. As a public utility, our rates and the rules under which we operate are regulated by the Public Service Commission of Wisconsin.

AUTOMATIC BANK DRAFT: Utility bill payments can be drawn directly from your checking or savings account. Please call customer service for more information.

BUDGET INFORMATION: Our budget billing plan allows your utility payment to be averaged over a twelve (12) month period, being reviewed on a periodic bases. Please call for more information.

PCAC – POWER COST ADJUSTMENT CLAUSE: The adjustment reflects the increase or decrease of the current months' cost of fuel and/or purchased power from the amount included in the energy charge.

CCF: This is the measure of your water use. One CCF equals 100 cubic feet of water, or approximately 750 gallons.

KWH (Kilowatt Hour): This is the measure of your electric use. One 100-watt light burning for ten (10) hours will consume one KWH.

HEATING DEGREE-DAYS, COOLING DEGREE-DAYS: This is the measurement of relative weather trends, comparing last year's billing period to this year's billing period. Heating-degree days reflect the sum of the average daily temperature below 65 degrees Fahrenheit for the billing period. Cooling degree-days is the sum of the average daily temperature above 65 degrees Fahrenheit for the billing period.

CODES

- RG-1 Residential Electric
- RG-2 Residential Optional Time of Day
- GS-1 General Service
- GS-2 General Service Optional Time of Day
- CP-1 Small Power Service
- CPTD TOD Small Power Service Optional Time of Day
- CP-2 Intermediate Power Time of Day Service
- CP-3 Large Power Time of Day Service
- CP-4 Industrial Power Time of Day Service
- MG-1 Water General Service – Metered
- UDF Private Fire Protection
- FD-1 Public Fire Protection
- MS-1 Street Lighting
- MS-2 Security Lighting
- AM-1 Additional Meter Charge

- DWL Dwelling Units

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| General Office Information 920-683-4600 | <u>Office Hours</u> 8:00 a.m. – 4:30 p.m. Monday – Friday | Emergency or Outages (Day or Night) Electric 920-683-4622 Water 920-683-4633 |
| Digger's Hot Line | 1-800-242-8511 | |

For your convenience, payments may be made at the following locations:

PAY BY PHONE: 1-877-653-0380

PAY ONLINE AT: www.mpu.org

REMITTANCE BY MAIL:
Manitowoc Public Utilities
PO BOX 673102
Chicago, IL 60695-3102

OFFICE AND DRIVE UP NIGHT DEPOSIT
Manitowoc Public Utilities
1303 South 8th Street
Manitowoc, WI

CORRESPONDENCE
Manitowoc Public Utilities
PO BOX 1087
Manitowoc WI 54221-1087

PROMPT PAYMENT OF BILLS: Bills for service are issued monthly and payable upon issuance following the period for which service is rendered. A late payment charge of 1 percent per month will be added to bills not paid within 20 days of issuance. This late payment charge will be applied to the total unpaid balance for utility service, including unpaid late charges.

INSUFFICIENT FUND CHARGE: A \$20.00 charge will be applied to the customer's account when a check or payment rendered for utility service is returned for insufficient funds.

MAIL REMITTANCES: Manitowoc Public Utilities must receive payment on or before the due date shown on the bill or the gross amount will be due. Failure to receive a bill does not exempt a customer for the 1% charge after due date.

VISIT OUR WEBSITE AT www.mpu.org