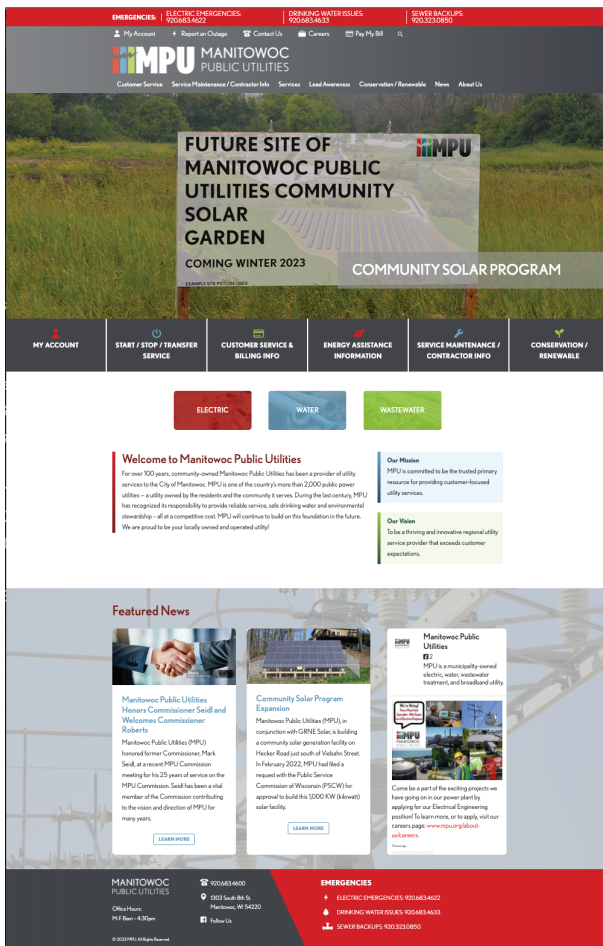


The Connection



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

JANUARY 2024



New & Improved Website: Available Now

Manitowoc Public Utilities' (MPU) vision is to be a thriving and innovative regional utility service provider that exceeds customer expectations. Recognizing that our website experience was an area we could improve in, we've rolled out a completely redesigned site with you, our customer, at the forefront of our minds during the planning and execution process. This site was designed to be user-friendly, operationally efficient, and filled with the resources and educational materials you need.

What are some of the biggest improvements?

- Your core needs, the things you need to get to most often, are on the front page. From paying your bill to letting us know you're moving, you can access all of those options from the middle row of buttons seen to the left.
- Say goodbye to pesky PDFs! Fillable forms are utilized in most cases throughout the site when we need information from you such as an application, new construction information, etc. A downloadable PDF is still available if you like to handwrite your information.
- Expandable menus give you the ability to see only what you want to see. No more scrolling through words to find the section you want, just scan the header options and expand the area you're interested in.

Can't find something you need? Let us know! Give us a call at 920-683-4600.

Live Chat System - Easy Contact

Looking for a quick and easy way to communicate with our customer service department? We've got you covered! Our new website includes a live chat feature that connects you directly to one of our Customer Representatives. Your identification will be verified via the same steps our customer service takes over the phone. While you may still be required to call us to complete certain transactions, many will be able to be resolved

via the live chat system. When our Representatives are unavailable, you will be notified and have the ability to fill out brief personal information, as well as your request, and your message will be returned via email when our Representatives are available.

To access our live chat system, click on the gray icon in the bottom right of our website at www.mpu.org. If you have any issues while using the system, please call our customer service department at 920-683-4600. We look forward to your feedback on this new feature!

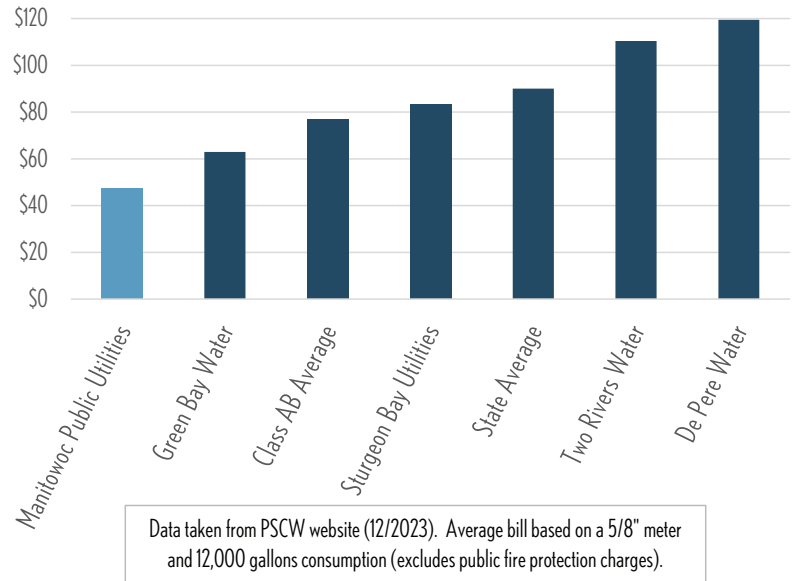
Water Rate Filing Approved

Manitowoc Public Utilities (MPU) filed a water rate increase application with the Public Service Commission of Wisconsin (PSCW) in the summer of 2022. This filing has now been approved with new rates effective for service rendered on or after December 1, 2023. **How much will this affect the average residential water customer?**

For a customer using about 4,000 gallons of water per month, the monthly increase, including fire protection charges, will only be around \$3.19. *That's less than a few bottles of water from a gas station.*

MPU has not filed for a conventional rate increase since 2011. Over the past 12 years, inflation has risen and costs have followed. Our commission and leadership team are dedicated to maintaining competitive rates for you, our customer, while remaining financially healthy. **MPU is still in the bottom 10% of utilities across the state of Wisconsin.** Check out the *quarterly* graph to the right for more details.

Quarterly Water Bill Comparison



Water Meter Reading

Manitowoc Public Utilities (MPU) currently reads most water meters manually by walking the streets of our service territory. Your meter is typically read every other month with an estimated bill mailed to you on your 'off' month. As an initiative to improve processes for our customers, we are moving to an Automated Meter Reading (AMR) system.

In 2024, the meter department will be deploying Encoder Reader Transmitters (ERT) that will allow our meter reader to pick up your

water meter read by driving by in our vehicle outfitted with a receiver device. Once the ERT is installed on your meter, you will no longer receive estimated water bills as we will be reading your meter every month. This project is anticipated to take about 5-years.

The bulk of these installations will be occurring over the summer, but we are starting this winter. Since water meters are installed inside, a MPU technician will need to access your property with your permission. At this point, we are working door-to-door in strategically identified areas. We will have company-issued photo identification, branded clothing, and a branded vehicle. If you have any questions, please call our customer service at 920-683-4600.



Tree Trimming

MPU is required by Wisconsin State Electrical code to maintain clearance between trees and power lines. Trees contacting power lines can cause power outages, fire hazards, and other dangerous conditions. To avoid those issues, MPU, or our contracted third-party, trims trees that are impeding on electric power lines. Primarily this work is completed in the winter or springtime. If we anticipate trimming on your property, you will receive a letter notifying you. MPU will largely be working within the Southeast quadrant of the City of Manitowoc this winter/spring season.

As a reminder, if you see a downed power line, stay away from it. Call our electric emergency line at 920-683-4622 or call 9-1-1 to report it.

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

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