

# The Connection

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

APRIL 2024

## Community Solar Program

Manitowoc Public Utilities (MPU), in conjunction with GRNE Solar, is building a 1,500 KW community solar generation facility in Manitowoc. The facility is located off of Hecker Road at the old gravel pit site owned by the City of Manitowoc. This program is intended to give customers the opportunity to participate in solar generation benefits (lower electric costs, renewable energy) without the upfront cost that rooftop solar panels require. Additionally, this site will offer optimal panel placement, which is hard to accomplish on residential homes.

This is a 20-year project offered to current electric customers. Blocks of solar are available for subscription in 1 KW increments, up to 20 KW, on a first-come, first-serve basis. Construction is on schedule to be completed by late spring with an anticipated generation live date of early summer. If you're interested in applying for the program, or would just like to learn more about it, visit our website at [www.mpu.org](http://www.mpu.org) or call our customer service line at 920-683-4600.

*Pictured below: Solar panels being installed at the beginning of March.*



## How Does the Water Treatment Process Work?

MPU's public drinking water supply comes from Lake Michigan. Lake water enters the pump houses through two intakes located off the shoreline. The intake carries the water into the raw water pump house where a traveling screen removes large solids such as driftwood and vegetation. From there, the water is pumped into the plant through a 500-micron (0.02 in) screen to remove smaller particles such as sand and silt before entering the microfiltration plant.

From there, water passes through the microfiltration plant arrays. The arrays (pictured below) are filled with hundreds of thousands of tiny hollow filters (much like tiny, flexible, porous, plastic straws) that remove bacteria-sized particles. These particles are as small as 0.1 microns (about 1/100th the diameter of a human hair), which are much smaller than we can see, but these particles may be problematic for our water supply and our community. The now filtered water flows out of the array then into the storage and distribution system. Along the way, necessary treatment chemicals are added before the water makes its way to homes and businesses.

This microfiltration process provides enough water to supply water not only to the City of Manitowoc, but also to the seven communities served by the Central Brown County Water Authority (CBCWA).



# Watch Out For Scams

Scammers regularly try to impersonate utility companies. They use scare tactics with customers to try to get what they want, which is typically financial or account information. As technology advances, so do scammers' tactics. Since they can impersonate utility companies' customer service phone numbers, the best way to counter a scammer attack is to hang up and call MPU directly to verify the caller. Here are some tips to avoid a costly scam:

- MPU will never ask for payment via prepaid cards, gift cards, or by wire transfer.
- MPU will never call and demand immediate payment over the phone to avoid disconnection. We do make automated phone calls to remind customers about their account status if in arrears, but we will always ask you to call our office back during business hours.
- We don't need you to relay your account information to us if we're calling you, we already know it.



# Energy Assistance

The winter moratorium on residential disconnections for non-payment ends on April 15th. To avoid disconnection, MPU urges customers to make payment arrangements, and, if eligible, apply for energy assistance. *Energy assistance is there to help you.* 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. Assistance applications are processed by Partners for Community Development. Once the application has been fully processed and approved, the benefit will appear as a credit on a future MPU bill.

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

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

Partners for Community Development: 833-646-0823 or [www.partners4cd.com](http://www.partners4cd.com)



# UniDirectional Flushing

UniDirectional flushing (UDF) is a method used to clean and improve the carrying capacity of our water distribution system. This cleaning method helps us continue to provide safe, high-quality drinking water to our customers. Every summer, MPU performs UDF in strategic areas of the city. If your address is located within one of these areas, you will receive a notification mailer. Additionally, water department staff place sandwich board signs near the area so neighborhoods are aware. During flushing, hydrants are flushed onto the road, which can cause a brief buildup of water on the road. Please avoid driving through the flushing areas whenever possible. Customers in the immediate vicinity of where flushing is taking place may experience a temporary drop of pressure. If this occurs, please be assured that utility staff work diligently to minimize any inconveniences.

Do you follow us on social media? @ManitowocPublicUtilities



### Online

[www.mpu.org](http://www.mpu.org)  
Customer Service  
920-683-4600  
[mpucustomerservice@mpu.org](mailto: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