

the Connection



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

JULY 2024

Renewable Fuel Pellet Storage Facility

As part of our power plant refueling project, Manitowoc Public Utilities (MPU) recently secured dry storage for the renewable fuel pellets that are being burned in our two boilers. These pellets are made from local non-economically-recyclable industrial paper and plastic waste that would otherwise be landfill-bound. They are 100% Wisconsin-recognized renewable and substantially reduce emissions compared to burning fossil fuels.

This 84,000 square foot facility is leased and will provide MPU the storage capacity needed to hold 30,000 tons, or one and a half month's worth, of fuel to operate both boilers. This is an important milestone in MPU's refueling project, which has many customer benefits: cost control, grid resiliency, local control, and sustainability.

While we're celebrating this milestone, we're gearing up for the milestones ahead. MPU is exploring several options to increase pellet supply and is evaluating the fuel handling process within our power plant to improve efficiencies with this fuel transition.

MPU is a Reliable Public Power Provider

MPU has earned the Reliable Public Power Provider (RP3)[®] designation from the American Public Power Association (APPA) for providing reliable and safe electric service. This is MPU's third time in a row receiving the highest designation, Diamond level, and fourth time receiving the designation in total.

This designation, which lasts for three years, recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, workforce development, and system improvement. Criteria include sound business practices and a utility-wide commitment to safe and reliable delivery of electricity. MPU joins more than 250 public power utilities nationwide that hold the RP3[®] designation.

Troy Adams (pictured 2nd from left below), MPU General Manager, said "I am very proud of our employees for their hard work and proud of the MPU Commission for their governance leading to achieving, and sustaining, this designation for MPU. This puts MPU in a great position to provide value to our community now and into the future."

Troy Adams and Scott Karbon (pictured 3rd from left below) accepted the award on MPU's behalf at the APPA Engineering and Operations Conference in April. Thank you for allowing MPU to be your community service provider.



Water Meter ERT Install

Who is that knocking at your door? It might be us! MPU has employees working on water meter encoder receiver transmitter (ERT) installations this summer. We have a limited amount of ERTs available so instead of appointments, they are going door-to-door seeking households that are available for an on-the-spot installation. These ERTs have many benefits, but the main being that it will allow MPU to read the water meter every month alleviating estimated bills every other month. The installation will simply require access to your water meter, typically in the basement, and 10 minutes of your time.

These employees will be wearing MPU branded clothing, carry employee IDs, and travel in MPU trucks. If you have any questions, need verification that they are a part of the MPU team, or if you'd like to request an appointment to have an ERT installed, please call us at 920-683-4600. Thank you for supporting this transition.







Diggers Hotline

Summer is the perfect time to complete home landscaping. Landscaping often involves digging, grading, or installing posts. These changes can make your home look beautiful, but if the correct safety protocols are not followed, they can be very dangerous. The first step in planning your landscape changes is calling Diggers Hotline to have all utilities located. Digging into utility lines, can be incredibly dangerous and destructive resulting in injuries and/or added costs. Once you call Diggers Hotline, utility companies that serve your home will be notified to locate all

materials in the area where you will be digging. You can reach Diggers Hotline by dialing 8-1-1 or file a request online at www.diggershotline.com. This is a free service that helps keep you safe. A FAQ is listed on their website for any questions you may have.



Summer Energy Tips

-  Get your air conditioning unit tuned up by a HVAC contractor. A well-maintained A/C system will work more efficiently leading to savings.
-  Program your thermostat to set the temperature of your home to be warmer during the day and cooler during the night.
-  Close your window curtains/blinds during the day to help block sunlight from heating your house.
-  Add caulk or weatherstripping to seal air leaks around doors and windows, which will help keep cool air from escaping.

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Online

www.mpu.org
Customer Service
920-683-4600
mpucustomerservice@mpu.org
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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