

The Connection

We deliver competitive, safe, and reliable utility services, supporting the communities we serve.

NOVEMBER 2024

How Does Local Generation Benefit the Community?

Manitowoc Public Utilities (MPU) is refueling two existing power plant boilers from burning primarily fossil fuels to burning 100% Wisconsin-recognized renewable fuel pellets. These pellets are made from local industrial non-hazardous secondary materials that would otherwise be landfill-bound. In a market of rising fuel costs, without this project, MPU's power plant would no longer be considered economical and therefore would not be called on to run by the power grid operating authority for Wisconsin.

Why is it important for MPU to retain local generation?

Retaining the power plant allows MPU to provide economical, renewable dispatchable generation to the grid. Dispatchable generation means the amount of generation can be increased or decreased as needed and it enables intermittent supply sources, like solar and wind, to be utilized when the conditions are right without sacrificing a stable grid. This provides power stability to the community.

MPU's power plant is paid for; there is no debt on this valuable asset. Along with maintaining local jobs, the assets of the power plant generate close to \$2 million annually through the Payment In Lieu of Taxes, which helps the City of Manitowoc reduce taxes. We're grateful for the refueling project milestones that have been met and are committed to future initiatives towards complete project success.

Does That Go There? Wastewater Edition

MPU's Wastewater Treatment Facility (WWTF) treats wastewater from the residents and businesses in Manitowoc. While they have a robust treatment process, it is incredibly helpful if the community keeps some items out of the sewer lines. **What are some of these items?**

- Fats, Oils, and Greases (FOG) belong in the garbage, not down the drain. They can cause clogged pipes and sewer backups to the home causing expensive repairs. If let cool first, they are easier to dispose of.
- Wipes of all kinds (even if they say they're flushable) can cause damage to the treatment facility equipment.
- Tissues, paper towels, and napkins should not be flushed; only toilet paper.
- Diapers and feminine products should be disposed of in the garbage.
- No trash of any kind should ever be flushed to avoid clogs and damaged equipment.

A common misconception is that flushing items will avoid them being landfilled, but that is incorrect. Solids that cannot be processed are brought to the landfill - the same place they would end up if they were properly disposed of in the garbage.

Thank you for being responsible with your waste so our WWTF can efficiently treat our community's wastewater!



Energy Assistance Available

Energy assistance is available! You may qualify for energy assistance through the Wisconsin Home Energy Assistance Program (WHEAP). When applying for assistance, applicants are asked a series of questions related to their household size, household income, and annual energy cost. 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 and reviewed prior to every new assistance season. Assistance applications are processed by both Partners for Community Development and Energy Services, Inc. (ESI) between October 1st - May 15th. Applications may take 4 - 6 weeks to process. Once the application has been fully processed and approved, the benefit will appear as a credit on a future MPU bill. If you use natural gas to heat your home, the credit will appear on your future gas provider's bill. Contact information for both agencies is listed below:

Partners for Community Development:
833-646-0823 or www.partners4cd.com

Energy Services, Inc.:
800-506-5596 or <https://esiwi.com>

Household Size (persons)	Previous Month's Income (Before Taxes)
1	\$3,061.08
2	\$4,002.92
3	\$4,944.83
4	\$5,886.75
5	\$6,828.58
6	\$7,770.50
7	\$7,947.08
8	\$8,123.67

These income levels are effective for the energy assistance season of October 1, 2024 - May 15, 2025.

Frozen Water Pipes

In the bitter Wisconsin cold, it's easy to remember protection for our body - coats, hats, mittens, snowpants, and boots, but what about your water pipes? Proper insulation, or a heat source, in crawl spaces, cold basements, or any other area where pipes are subject to freeze, is imperative to avoid a frozen water meter, lateral, or internal pipes. In Manitowoc, the property owner owns the water line that serves your home all the way back to the point of connection to the water main; therefore, protection and maintenance of the service line is the owner's responsibility.

MPU's Service Rules Schedule X-1, as approved by the Public Service Commission of Wisconsin (PSCW), states that "...damage that may result from allowing a water meter to become frozen..., shall be paid for by the customer or owner of the premises." Additionally, Wisconsin Administrative Code Chapter PSC 185 states that should a lateral freeze as a result of not being appropriately insulated, thawing of the lateral will be the owner's responsibility.

To avoid these additional costs and/or water service interruption, take some time this fall to evaluate your spaces to ensure adequate heat and insulation.

Encoder Receiver Transmitter



What is it?



What's an Encoder Receiver Transmitter?

MPU has employees working throughout the city installing water meter encoder receiver transmitters (ERT) in homes and businesses. While this is new technology to MPU, it has existed for many years. **How do ERTs work?** Instead of your water meter communicating its reading to a touchpad on the outside of your home requiring staff to physically walk to each house, the ERT transmits the water meter reading to our reading device as we drive by. **How do ERTs benefit the community?** This new technology will allow MPU to read the water meter every month alleviating estimated bills every other month. We're continually working to implement customer-focused strategic initiatives that create efficiencies. **Thanks for partnering with us during this technology upgrade.**

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Online

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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



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