

the Connection



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

NOVEMBER 2025

Wastewater Treatment Facility Final Clarifiers

The Wastewater Treatment Facility (WWTF) has been working on a significant upgrade project for much of the year. A WWTF Master Plan study conducted in 2022 identified a critical need for the nearly 50-year-old Stack Filters and Final Clarifiers to be upgraded. Equipment associated with both of these processes is crucial to producing permit-compliant effluent.

Construction is wrapping up for 2025 as the rebuilt Final Clarifiers #2 and #3 are now back online. The West Stack Filter, which underwent a full upgrade, was placed back online over the summer. The Final Clarifiers separate solid and liquid materials in the effluent of biological treatment, which in MPU's case is the effluent from the Stack and Rock Filters. This is achieved by slowing down the flow of wastewater to allow suspended solids to settle out via gravity and also by removing solids or scum and grease. The settled sludge and floating scum are both pumped to the Digesters for treatment. The clarified liquid is discharged to the next stage of treatment.

While construction is ending for the year, this project is not complete. The East Stack Filter and Final Clarifiers #1 and #4 will be upgraded and rebuilt in 2026.

Pictured below is the Final Clarifier #2 scrapper arm mechanism installation in late August.



Lakefront Substation Plant Tie Transformer Installation

On July 16th, MPU's long-awaited new Lakefront Substation Plant Tie Transformer arrived. This transformer is the primary power supply for large motor loads associated with power plant Boiler 8 and the backup source of power for Boiler 9. Ordered back in 2022, this 97,000lb transformer took 7-days to be transported from the manufacturing facility to our substation. This will serve as a replacement for a transformer that was originally constructed in the 1960's and is nearing end-of-life.

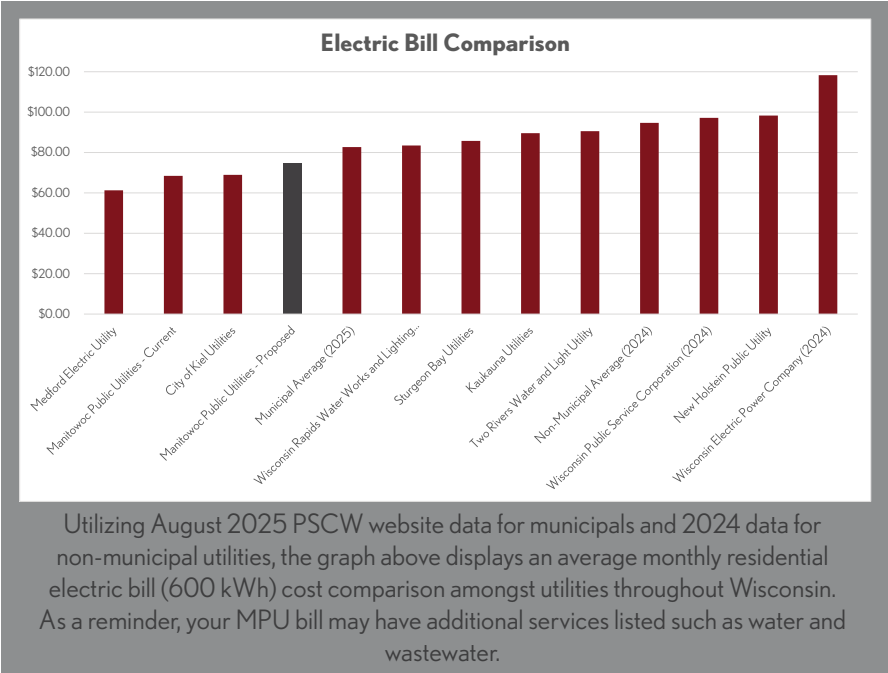
Transformer replacements require significant preparation and planning. From preparing the specifications to the ordering process all the way to delivery, this project required assistance from several departments, including: power plant, electric distribution, utility projects, and more. One of MPU's core values is collaboration and projects like this demonstrate how important it is to work together.

The new transformer was successfully installed at the beginning of October and is expected to be placed online at the end of the month.



Electric Rate Case Filing

Manitowoc Public Utilities (MPU) filed for an electric rate case with the Public Service Commission of Wisconsin (PSCW) in May of 2025. We are requesting a change to our electric rates, which for the average residential customer using 600 kilowatt hours (kWh), equates to an increase of about \$6.04/month. **Why are we requesting an increase?** The key contributors are: a significant increase in transmission expense, about 30% higher than the 2023 test year the PSCW used in MPU's last rate case, inflationary increases in expenses, and a lower sales volume than what the PSCW had forecasted for MPU. The lower sales volume is partially offset by reduced power costs due to less sales, but the cost of power supply market purchases have increased as well. MPU is committed to maintaining competitive rates, which is reflected in the graph to the right. We have strategic outcomes in place to secure economic fuel and competitive supply contracts. More information will be available as the PSCW continues to move through the process.



ERT Installations

MPU has employees working throughout the city installing water meter encoder receiver transmitters (ERT) in homes and businesses. This technology will allow MPU to read the water meter every month alleviating estimated bills every other month. 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 transmit the water meter reading to our reading device as we drive by. Many are already experiencing the benefits of this technology as about two-thirds of our water customers have now had an ERT installed. Staff expects

all installations to be complete by the fourth quarter of 2027.

We appreciate your willingness to schedule installation appointments during this technology upgrade. We're continually working to implement customer-focused strategic initiatives that create efficiencies. Thanks for partnering with us.



Household Size (persons)	Previous Month's Income (Before Taxes)
1	\$3,201.75
2	\$4,186.92
3	\$5,172.08
4	\$6,157.33
5	\$7,142.50
6	\$8,127.67
7	\$8,312.33
8	\$8,497.08

These income levels are effective for the energy assistance season of October 1, 2025 - May 15, 2026.

Energy Assistance Available

Energy assistance is available! You may qualify for energy assistance through the Wisconsin Home Energy Assistance Program (WHEAP). The table to the left 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 is listed below.

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

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

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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



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