

the Connection



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

FEBRUARY 2026



Outage Management System Implementation

Manitowoc Public Utilities (MPU) is embarking on a strategic outcome of implementing an Outage Management System (OMS). What does that mean for you, our customer? While we never want outages to occur, we know that they do, and an OMS system will provide you with an enhanced experience through improved reporting and communication.

Included in the OMS system will be a public outage map where customer's will be able to view current outages with estimated restoration times, email/text/automated call notifications, and multiple ways to report an outage. Not only does an OMS have enhanced functionality for our customers, it also improves our staff dispatching and triage capabilities. Field staff will be able to communicate with office staff in a more efficient manner and the internal outage map will aid in giving staff a bigger picture of what's happening in our electric system.

We expect our OMS system to be implemented by the end of 2026. We look forward to communicating more details as the implementation progresses.

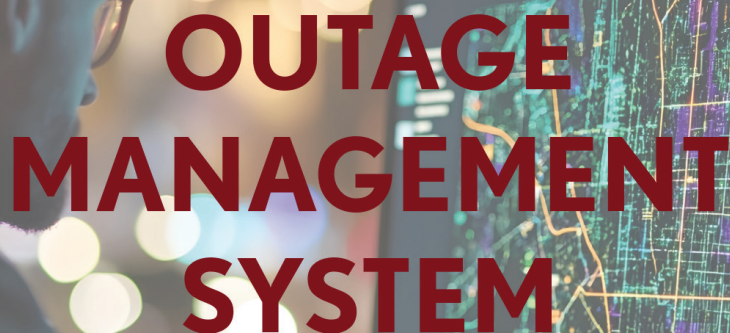
Does That Go There? Wastewater Edition

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!

A close-up photograph of a person's face in profile, wearing glasses, looking at a digital map on a screen. The map shows a network of streets and utility lines in various colors. Overlaid on the image in large, bold, red capital letters is the text 'OUTAGE MANAGEMENT SYSTEM'.

OUTAGE MANAGEMENT SYSTEM



Weatherization Resources

The State of Wisconsin's Weatherization Assistance Program helps homeowners and renters reduce energy consumption while increasing the comfort of their homes. Improving weatherization within the home can lead to lower utility bills. If you, or your household, has qualified for WHEAP within the past year, you may also be eligible to receive weatherization services. These services are provided at no charge for qualifying homeowners, or at 15% of the cost for landlords of qualifying tenants, and they vary with each home depending on factors such as when the home was built and its current condition.

Partners for Community Development, Inc. is the agency that provides these services for MPU customers. If you are interested in learning more, or would like to see if you qualify for the program, please contact Partners for Community Development, Inc. at 800-584-8172 ext 302 or visit their website at www.partners4cd.com. **You will be required to complete MPU's Customer Consent Form, along with the Partner's application, in order for staff to release the necessary information to Partners for Community Development, Inc.**



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.



Winter Energy Conservation Tips

Cold, Wisconsin winters contribute to higher electric usage in the winter months, but there are changes you can make to help control usage.

- ⚡ Have your HVAC system serviced annually. Get a tune-up to ensure your system is running efficiently. Replace your filters once per month.
- ⚡ Set the thermostat lower when you are asleep or away. If you have a smart thermostat, you may be able to set this automatically.
- ⚡ Close the damper on your fireplace when not in use to help prevent cold air from entering through a chimney.
- ⚡ Ensure your home has proper air sealing and insulation. Add insulation to your hot-water pipes and the first 6 feet of cold-water pipe leading to your water heater to prevent heat loss.

Tips from focusonenergy.com

How are we doing? Scan the QR code to take our survey and let us know.



Online
www.mpu.org
Customer Service
920-683-4600
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Report an Outage
Electric: 920-683-4622
Water: 920-683-4633
Diggers Hotline Quick Dial: 8-1-1
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