

the Connection

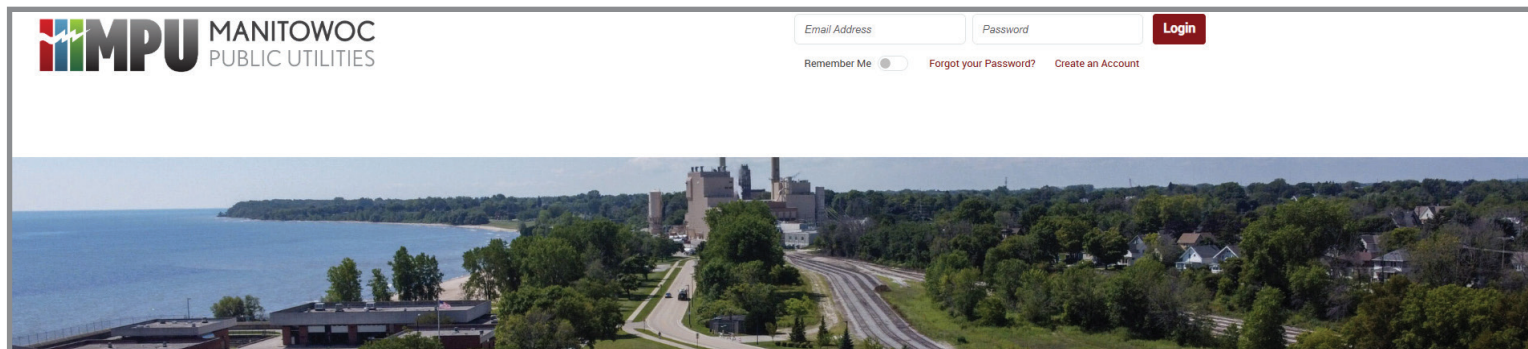


We deliver competitive, safe, and reliable utility services, supporting the communities we serve.

JULY 2026



MyMeter My Account Portal Rollout



A new way to manage your utility account is here! Manitowoc Public Utilities (MPU) has partnered with MyMeter for several years to display electric, water, and sewer usage data. Our payment portal, however, has always been separate. MPU recently underwent a customer-focused strategic initiative to combine both platforms to provide a user-friendly, all encompassing My Account portal for our customers! The portal can be accessed via our website at www.mpu.org. Click “My Account” in the upper left corner.

I already have a payment portal account, what do I do?

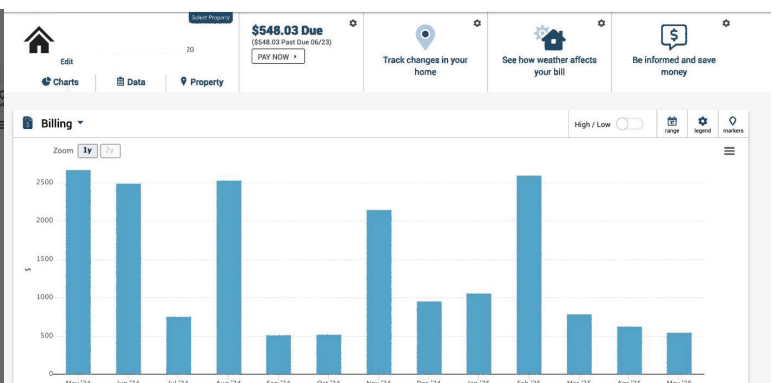
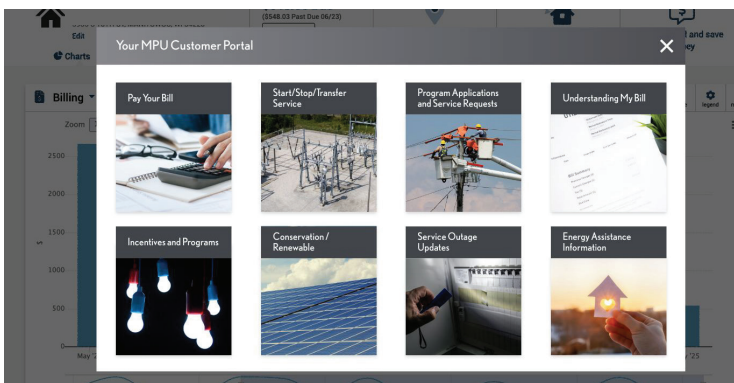
Your username will be transferred to the new portal. To login for the first time, **you will need to go through the “Forgot Password” process**. If you have an autopay plan setup, that will also be transferred.

I don't receive paper bills. Will I continue to receive an email when my bill is available?

Yes! Your e-bill email will now come from portal@mpu.org. It will look a little different than previous, but will be branded with MPU's logo. A PDF copy of your bill will be available for viewing upon logging into the portal.

Can I download an app instead?

Yes! Search for “MyMeter” through your app store. Once downloaded, select “Manitowoc Public Utilities” from the utility dropdown.



Wastewater Treatment Facility Project Update

The second phase of our Wastewater Treatment Facility (WWTF) upgrade project is underway! The West Stack Filter and Final Clarifiers #2 and #3 were rebuilt last year. This year will be the East Stack Filter & Final Clarifiers #1 and #4. The East Stack Filter shutdown commenced at the end of April. The stack filters provide most of the wastewater treatment and are filled with 11 layers of synthetic media, 20-feet deep, that provides a large surface area for the growth of aerobic bacteria as part of the secondary treatment process. This old media is currently being removed and will be replaced with new media as a part of the rehabilitation process. Equipment associated with both the stack filter and the final clarifier processes is crucial to producing permit-compliant effluent.

Construction will continue through the summer with an expected completion date sometime in the fall. Pictured to the right is the East Stack Filter with the distribution arm removed just prior to the old media being removed.



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.



Summer Energy Conservation Tips

As the weather warms up, your electric usage may increase causing a higher utility bill, but there are steps you can take to help maintain lower usage.



Install window coverings to prevent heat gain through your windows during the day.



Set your thermostat at a temperature you find comfortable and that provides humidity control, if needed. The smaller the difference between the indoor and outdoor temperatures, the lower your overall cooling bill will be. Get your a/c unit tuned-up for maximum operations.



Turn off ceiling fans when you leave the room. Fans cool people, not rooms, by creating a wind chill effect.

Tips from energy.gov.

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
mpucustomerservice@mpu.org



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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