

the Connection



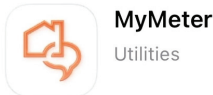
We deliver competitive, safe, and reliable utility services, supporting the communities we serve.

NOVEMBER 2026

My Account Customer Portal

Manitowoc Public Utilities' My Account customer portal is live! This all-encompassing portal allows customers to access all account information in one place - billing, payment, and usage history, one-time and recurring payment options, and billing/usage alerts to keep you informed. The portal can be accessed at myaccount.mpu.org. For first-time sign-ups, follow the "New Account" process to create a login. If you had a login to our previous portal, you must use the "Forgot Password" process to gain access. Instructions are listed on the front login page. **If you are a paperless billing customer, you must sign-up for the "New Bill" alert to be notified when a new bill is available.**

Don't want to access the portal via the website? We also have an app! The app can be found on the Apple app store or the Google Play store by searching "MyMeter." Once the app is downloaded, you must search for "Manitowoc Public Utilities." You can use login information that you've already established via the website or create an account through the app if you haven't yet created a login.



PORTAL
LOGIN

Wastewater Treatment Facility Project Update

For the past two years, the Wastewater Treatment Facility (WWTF) has been undergoing a significant upgrade to the Stack Filters and Final Clarifiers. The stack filters provide most of the wastewater treatment and are filled with 11 layers of synthetic media, 20-feet deep, that provide a large surface area for the growth of aerobic bacteria as part of the secondary treatment process. Equipment associated with both the stacker filter and the final clarifier processes is crucial to producing permit-compliant effluent and the rehabilitation was necessary for these processes to continue working properly. As of late summer, both stack filters are back online! Additionally, three of the four final clarifier upgrades are complete and the final clarifier rehabilitation will be complete this fall. The entire project is expected to wrap up at the end of October. We're looking forward to having the WWTF back in full operation.

The MPU Commission recently approved a wastewater treatment rate increase effective January 1, 2027. A typical residential customer using 3 units/month will see an increase of approximately \$0.91/month or 3.2%.



Lead Service Line Replacement Funds

Limited-time funding is available for lead service line (LSL) replacements! If you received a letter from us saying you have a LSL, you qualify. MPU has secured Wisconsin Department of Natural Resources (WDNR) funding to pay for 50% of the replacement cost for all remaining LSLs in our community. The cost varies by property, but the letter received in the mail details your estimated costing.

MPU has been applying for funding to assist with LSL replacements for many years, however, funding levels and qualifications have varied due to direction from the WDNR and the Environmental Protection Agency. Now, 50% replacement funding is available to everyone. To take advantage of the funding, you must return your signed agreement. A contractor will reach out in the spring to schedule construction work. For more information on what the replacement process looks like, please visit the "Lead Awareness" section on our website.



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.

Household Size (persons)	Previous Month's Income (Before Taxes)
1	\$3,322.00
2	\$4,344.08
3	\$5,366.25
4	\$6,388.42
5	\$7,410.58
6	\$8,432.75
7	\$8,624.33
8	\$8,816.00

These income levels are effective for the energy assistance season of October 1, 2026 - May 15, 2027.

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 Partners for Community Development 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

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



Physical & Mailing Address
Main Office
1303 South 8th Street
Manitowoc, WI 54220

