

The Connection



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

JANUARY 2025

Electric & Wastewater Rate Adjustments

Beginning January 1, 2025, Manitowoc Public Utilities (MPU) electric customers will see a change in the Power Cost Adjustment Clause charge (PCAC). The PCAC is a component of your energy bill utilized to pass-through actual fuel costs incurred by the Utility on a monthly basis. This charge will be increased up to 7%. For the average residential customer using 600 kWh/month, you will see an increase of about \$1.98/month on the electric charges portion of your bill. **Why is this increase necessary?** The driver behind the adjustment is rising energy costs in the wholesale energy markets, which are passed through to MPU from our wholesale energy provider. *This increase does not change MPU's commitment to remaining in the bottom quartile for electric rates in the State of Wisconsin.* The graph below illustrates MPU's competitive electric rates amongst surrounding utilities. Our leadership team remains focused on implementing strategic initiatives that will help maintain affordable rates.

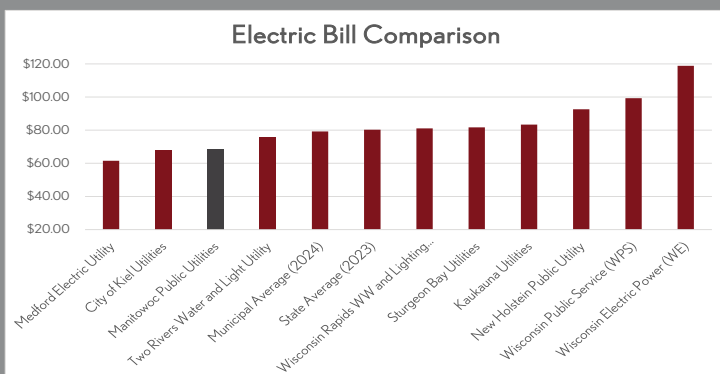
Customers will also see an increase in the wastewater treatment rate beginning April 1, 2025. Wastewater rates are split into collection and treatment. The treatment rate will increase by 12%. The collection rate will remain the same. A sewer user using 7 units/month will see an increase of about \$2.70/month. This increase is necessary to cover expenses and required treatment plant upgrades currently underway.

Community Solar Garden Now Live!

MPU's Community Solar Garden is now live! The 1,500 KW solar generation facility is located on Hecker Road just south of Viebahn Street and went live on December 10, 2024. MPU partnered with a developer on this 20-year project. The Community Solar Program was created to give MPU electric customers, whether you're an owner or a renter, an opportunity to take advantage of the benefits of solar generation without the upfront investment. Additionally, this site offers optimal panel placement, which is harder to accomplish on residential homes.

How does the Community Solar Program work? This is a first-come-first-serve program available to all good-standing customers. Once accepted, customers will pay a project charge, which reflects the cost of the facility. The customer's monthly allocation of energy from the facility will be multiplied by the project rate resulting in a charge. This rate will remain the same for the life of the project. Customers will then receive a credit from the facility generation, which typically outweighs the charge resulting in a project net credit.

If you're interested in participating, please call our customer service at 920-683-4600. More details are found on our website at www.mpu.org.



Utilizing October 2024 PSCW website data, the graph above displays an average monthly residential electric bill (600 kWh) cost comparison amongst utilities throughout Wisconsin.



Winter Watermain Breaks

While the winter season brings fun activities like sledding and skiing, the cold weather can cause problems with our infrastructure, such as watermain breaks. **What causes mains to break more frequently during the winter?** There are two primary reasons: the construction material as well as age of our older pipes and the frost level.

The oldest mains are constructed with cast iron, which can be more brittle than current material, which is ductile iron, leading to more watermain breaks in the colder months. When the temperature starts to drop below 32 degrees, the water in the soil begins to freeze creating frost. Frost starts to grow deeper into the ground and it creates a downward force on underground water pipes. Our watermains are buried deeper than the typical frost level, but the pressure of the deepening frost can cause older pipes to crack and create a leak.

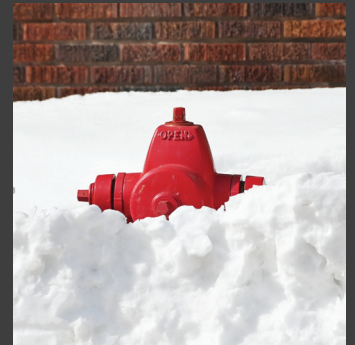
If you see water bubbling up from the street, please contact the MPU water emergency line at 920-683-4633. We are available 24/7 and will quickly respond to make the repair. Please be aware that the bubbling water can freeze causing icy conditions surrounding the break.



Keep Your Hydrant Clear

When the snow begins to pile up during Wisconsin winters, fire hydrants can be hard to see and access. If you have a hydrant in front of your house, consider adopting it this winter season! When you're out clearing your driveway or sidewalk, clear a 3' section surrounding the hydrant at the same time. This will ensure the hydrant is visible and easily accessible to First Responders during an emergency.

If you come across a hydrant that is broken or has been hit, please let us know by contacting our customer service at 920-683-4600. Thank you for being a part of keeping our community safe and prepared!



Space Heater Tips Conservation Corner

Wisconsin winters can tempt us to break out the space heaters, especially while working remote or in an office, but they don't come without consequences! Electric space heaters can significantly increase your electric bill. Older space heaters can cost an average of \$20/month to run for 5 hours per day. If not used properly, they can also become a fire hazard. Here are some efficiency and safety tips to consider:

- ⚡ Use sparingly and choose a newer, energy efficient model that can be adjusted to provide the exact level of extra heat required.
- ⚡ Leave at least 4 feet of space between your heater and nearby curtains and furniture.
- ⚡ Don't plug a space heater into an extension cord. Extension cords can overheat if used constantly.

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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



Physical & Mailing Address

Main Office
1303 South 8th Street
Manitowoc, WI 54220