

the Connection

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

APRIL 2025

Wastewater Treatment Facility Stack Filter Upgrade

The Wastewater Treatment Facility (WWTF) has commenced on a significant upgrade project. A WWTF Master Plan study was conducted in 2022. The Study 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. The stack filters provide most of the wastewater treatment and the final clarifiers remove suspended solids before the treated water is discharged to Lake Michigan.

In Wisconsin, nearly all significant capital improvement projects at municipal wastewater treatment facilities are funded with the Clean Water Fund Program (CWFP), which provides public treatment facility owners financial assistance in the form of subsidized loans, additional subsidies that reduce the size of the loan (principal forgiveness), or a combination. Principal forgiveness is similar to a grant. MPU received \$2.1M in principal forgiveness funds from the CWFP to help pay for this significant upgrade, with the remaining costs being paid over 20-years via a Wisconsin Department of Natural Resources low interest loan.

Construction began at the beginning of February and is expected to be completed by the end of 2026.

UniDirectional Flushing - Main Zone

UniDirectional flushing (UDF) is a method used to clean and improve the carrying capacity of our water distribution system. This cleaning method helps us continue to provide safe, high-quality drinking water to our customers. Every summer, MPU performs UDF in strategic areas of the city. If your address is located within one of these areas, you will receive a notification mailer. Additionally, water department staff place sandwich board signs near the area so neighborhoods are aware. This summer, MPU will be performing UDF in the Main Zone, which is the largest. This work is anticipated to begin in April and will last a few months.

During flushing, hydrants are flushed onto the road, which can cause a brief buildup of water. Customers in the immediate vicinity of where flushing is taking place may experience a temporary drop of pressure. If this occurs, please be assured that utility staff work diligently to minimize any inconveniences. **What should you do in your home if flushing is occurring nearby?**



If possible, avoid using water while we're flushing in your neighborhood.



You may experience some discolored water. If that occurs, run your cold water until it is clear.



Tree Trimming

MPU is required by Wisconsin State Electrical code to maintain clearance between trees and power lines. Trees contacting power lines can cause power outages, fire hazards, and other dangerous conditions. To avoid those issues, MPU, or our contracted third-party, trims trees that are impeding on electric power lines. Primarily this work is completed in the winter or springtime. If we anticipate trimming on your property, you will receive a letter notifying you. Tree trimming work will largely be completed this spring in the Northeast quadrant of the City of Manitowoc.



Storm season is coming! Here are some tips:

- ⚡ Pack an emergency kit! Kit suggestions can be found at ready.gov.
- ⚡ Save our electric emergency line number to report outages or downed power lines: 920-683-4622. If you see a downed line, stay away from it! It could be energized and dangerous.
- ⚡ If you see a crew working in the street to restore power, especially at night, please drive slow, obey any cones or traffic changes, and give the crew plenty of space.

Follow Our New Facebook Page

Due to an issue with Facebook's page access, MPU's old Facebook page is no longer active. A new page has been created so to continue seeing MPU updates, news, and educational resources, we're urging all of our customers to follow that page. You can find our new page by searching "Manitowoc Public Utilities" or by going to facebook.com/manitowocpublicutilitiesmpu. To be sure the correct page is being accessed, look for our logo as the profile picture. We're also on LinkedIn at <https://linkedin.com/company/manitowoc-public-utilities>.



As a reminder, MPU will never use social media to solicit customers' personal information or to request payments. We appreciate our customers' understanding as we work through this transition.

Please Note:

These income levels are effective for the energy assistance season of October 1, 2024 - May 15, 2025.

Household Size (persons)	Previous Month's Income (Before Taxes)
1	\$3,061.08
2	\$4,002.92
3	\$4,944.83
4	\$5,886.75
5	\$6,828.58
6	\$7,770.50
7	\$7,947.08
8	\$8,123.67

Winter Disconnection Moratorium Ending

The winter moratorium on residential electric disconnections for non-payment ends on April 15th. MPU urges customers to make payment arrangements, and, if eligible, apply for energy assistance. *Energy assistance is there to help you.* 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. Assistance applications are processed by Partners for Community Development. Once the application has been fully processed and approved, the benefit will appear as a credit on a future MPU bill.

To reach Partners for Community Development, you can call them at 833-646-0823 or visit their website at <https://partners4cd.com/energy-assistance>.

Do you follow us on social media? @ManitowocPublicUtilitiesMPU



Online

www.mpu.org
Customer Service
920-683-4600
mpucustomerservice@mpu.org
Follow us on Facebook



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

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