

SAVE THE DATE

18 JUNE

## Customer Appreciation Event

Learn about your Utility through displays, games and interactive demos! Plus food, giveaways and prizes!

**FUN FOR ALL AGES!  
BRING THE FAMILY!**

MPW Business Office  
3205 Cedar Street

BUCKET TRUCK RIDES!

**10am - 2pm**  
Activities in the rear off Houser Street Entrance.  
**Bus tours to the Power Plant!**

## ANNUAL NOTICES

Under Federal Communications Commission (FCC) rules, cable operators are required to provide subscribers with annual notices that include certain written information about products and services, types of products and services, prices for each service, and service maintenance and installation policies. The Annual TV Notice adds Section 17 regarding MPW Advanced DVR service.

For your convenience, notices are available now on [mpw.org](http://mpw.org) for immediate viewing. For a printed copy, visit our lobby or call 563.263.2631, option 3 during business hours.

[mpw.org/annual-fcc-notice](http://mpw.org/annual-fcc-notice)  
[mpw.org/annual-tv-notice](http://mpw.org/annual-tv-notice)

## Thinking about Home Solar? *Before you buy... Verify!*

Solar developers are in the area selling residential solar packages. It makes sense. Homeowners think solar will save them money on their electric bill and it may, but because MPW customers enjoy some of the lowest electric rates in the country, it may not.

If you're thinking about home solar, we can help. MPW is currently working to build a large solar array ourselves, so the Utility supports the adoption of renewable energy and distributed generation — but we want to make sure there are no surprises for our customers. Salespeople know their product, but since each utility handles solar integration differently, they may not fully understand local utility rates and rules.

Adding solar is a big decision. Even with solar tax credits, the monthly payoff on a system's large upfront price tag could end up costing you more in the long run. **It's important you do your homework before entering into any agreement.**

Call MPW early to get the facts. Most importantly, don't sign a contract without getting the answers you seek. If you're serious, ask the right questions. (see inset)

A common misconception is that with solar, you can go "off the grid". Some sales pitches will have you believe you'll never get another electric bill again! Realistically, because the sun doesn't shine 24/7, you will still need to be connected to MPW's electric system to provide reliable power at night and on cloudy days. Batteries or generators are options, but they're currently very expensive and not very practical.

MPW will work with you and your developer to ensure a safe interconnection so that you can get the power you need around the clock and export your excess energy production. We use a 2-way meter to track your usage and any excess energy you send back to us. Once installed, your utility bill will show credits for that excess, charges for any energy you might need from us, as well as the monthly facilities charge. You'll see exactly how your system is integrating with ours.

### What you should know about Customer-Owned Generation

*Because the sun doesn't always shine and the wind doesn't always blow, your system must work in tandem with power from MPW.*



#### ASK THE RIGHT QUESTIONS

- *Get multiple quotes – the company at your door is counting on you to accept theirs without question.*
- *Have a real estate firm do a market analysis for resale of your home with and without solar.*
- *Talk to your tax advisor about tax credits, and to your insurance agent about special coverages and liability.*
- *How much will this cost you upfront, out of pocket?*
- *What will your monthly payments be? Also, how many years is the contract?*
- *Is it the right size? Is the calculation of promised savings/payback realistic?*
- *Check online and Better Business Bureau (bbb.org) for reviews or customer complaints.*

MPW's Energy Services Advisor is a great resource if you're thinking about solar. Call Paul at 563-262-3423 and he'll use your actual electric usage to pinpoint your current costs so you can compare them to the solar developers' promises. He can also help answer other questions to ensure a smooth and positive experience.

Again, MPW is in favor of renewable energy but we must also be responsible to our customer-owners and protect you from unscrupulous vendors. Developers are counting on your good intentions to save energy and protect the environment to get your agreement and your money. MPW is your local, non-profit municipal utility and we want to help you avoid costly mistakes.

Remember: **Before you buy... Verify!**

5G, 5G E, 5Gbps, 5GB and 5Ghz are **NOT** the same thing

# 5G Home Internet? Not so fast!

By now, you may have seen or heard advertisements for 5G Home internet. Your cell phone carrier may have even sent you offers by mail, email or text.

Wireless phone carriers have been talking about the coming of 5G technology for years and have started to deploy it, mainly in major cities. **5G** is simply the '**fifth generation**' of cell phone networks, but there are so many terms in use that contain the number 5 and the letter G that this is causing confusion among consumers (see inset). In short, **5G is not 5 Gigabit speed.**

Presently, only a hard-wired connection like MPW Fiber, is capable of delivering Gigabit speeds reliably and consistently. Anyone who has tried to use their cell phone as a WiFi 'hot spot' can attest to the huge gap in performance compared to their home or work fiber connection.

As with any new technology, do some research before plunking down your hard earned money on your carrier's home internet product. The introductory price may look nice but MPW Fiber remains the best value with the fastest speeds for most users. If you have questions, call our HelpDesk for an honest comparison of the technology.

Driven by wireless carrier marketing, many have become confused, thinking that 5G is synonymous with 'millimeter-wave', a very short-range, high-speed frequency band. **mmWave 5G** promises multi-gigabit speeds, but has trouble penetrating walls and traveling long distances. It is likely years away from being widely deployed outside congested major cities. For more, reach out to our HelpDesk at 563-263-2631, option2.

## KNOW YOUR TERMS

**5G**

*The 'G' simply means 'generation', so 5G is the 5th generation of cellular technology. 5G is better than 4G which is better than 3G.*

**5G E**

*'5G E' is just AT&T marketing for its 4G network. It will appear in your 4G AT&T phone's status bar, but it isn't 5G cellular.*

**5Gbps**

*'Gbps' means 'gigabits per second' and is a measure of bandwidth on a digital data transmission medium. 5G is **NOT** 5Gbps.*

**5GB**

*'GB' stands for gigabyte. Typically, it describes the memory or disk space of a device where you can store different types of files/data.*

**5Gb**

*'Gb' means 'Gigabit' which is one-eighth the size of a gigabyte (GB). Gigabits mostly measure data transfer rates, as in Gbps.*

**5Ghz**

*'5Ghz' or '5 Gigahertz' is a radio frequency that is used by many WiFi systems. Routers typically have 5Ghz and 2.4Ghz bands.*



## 2021 Annual Report

Visit [mpw.org/annualreport](http://mpw.org/annualreport) for a detailed look at the previous year. Printed copies are available at our offices.



## Is Your A/C OK?

Conserve energy and keep your cooling costs low this summer with MPW's residential A/C Checkup program. Just schedule an A/C Checkup by July 15th and ask your HVAC provider if they are a participant in the MPW AC Checkup Program to receive \$10 off your service call. A technician will perform no less than a 15 point checkup. See the inspection form at [mpw.org/accheckup](http://mpw.org/accheckup) or snap the QR code.



## MPW TELEPHONE SERVICE • BATTERY BACK-UP NOTICE



During a power outage, a backup power supply is required for you to make or receive calls with your MPW phone service. Without a battery backup, you will not be able to make any calls, including emergency calls to 911, while the power is out. If you choose to add a battery backup, only the optical network terminal (ONT) will be powered by the battery. Home security systems, wireless routers and other equipment will not run on an ONT backup battery. The exact battery backup duration will depend upon battery age, usage and environment. Please follow the instructions included with your battery for proper use, storage and care. The full notice is distributed to new phone customers and is made available on website: [mpw.org/batterybackup](http://mpw.org/batterybackup)



Even the friendliest puppy can turn into a vicious guard dog when a stranger comes onto your property, so MPW asks that you please be considerate of utility workers (meter readers, installers, linemen, etc.) by keeping your

pets away from meters and other utility equipment both inside and outside the house.

Animals should be restrained by a leash or chain anchored to a permanent fixture, crated or otherwise kept away from the meter or work area.

If it's not possible to secure your pets properly, remember, you can also read your own meters and submit the readings online. Learn more at: <https://mpw.org/meter-reading/>

**THANK YOU FOR YOUR CONSIDERATION**

# MPW Storm Team: Ready

If weather threatens the reliability of your utility services, MPW's Storm Team is always at the ready. When a weather event happens, your MPW Customer Service Team joins members of System Control to manage customer inquiries and organize response and repairs. Restoring service as quickly and safely as possible is our top priority. We respond around the clock, 24/7/365.

With new tools for detecting electrical and communications outages we can dispatch lineworkers and technicians quickly. Our interactive online electrical outage map gives you a real-time look at the outages we know about to save you a call.



Visit [mpw.org](http://mpw.org)  
OR SNAP THE QR CODE  
CHECK THE  
OUTAGE MAP FIRST  
BEFORE YOU CALL!

**PLEASE NOTE THAT DOWN OR SPARKING WIRES OR UTILITY POLE FIRES SHOULD BE REPORTED BY PHONE.**

Regular updates will be posted to our Facebook page, so be sure to like and follow [facebook.com/mpwutility](https://facebook.com/mpwutility). An alert banner, with further instructions will also be at the top of our home page at [mpw.org](http://mpw.org). Check our electric outage map to see if we are already aware of the outage. This will save you a call and leave lines open for reports of down lines, pole fires and sparking transformers.

**IF YOU SEE DOWN LINES, POLES OR TRANSFORMERS ON FIRE STAY CLEAR  
IF A LINE IS ON OR NEAR YOUR CAR, STAY INSIDE AND CALL MPW OR 911 FOR HELP**

## Know Where to Go

When Sheltering from a Tornado




# Drinking Water Week

May 1-7, 2022

#ThereWhenYouNeedIt

[mpw.org/water](http://mpw.org/water)

## HelpDesk Heroes



## TEAMWORK EDITION

*While making a payment, Judy R. wanted to express her "love" for the HelpDesk folks: "Always, always there for me when I need them!"*

**NEED HELP? WE LOVE TO HELP!**



**OPEN 7 DAYS  
6AM TO MIDNIGHT**  
263-2631 • Option 2

Before you dig, call  
**1-800-292-8989**  
Fill out web form or learn more at:  
[www.iowaonecall.com](http://www.iowaonecall.com)

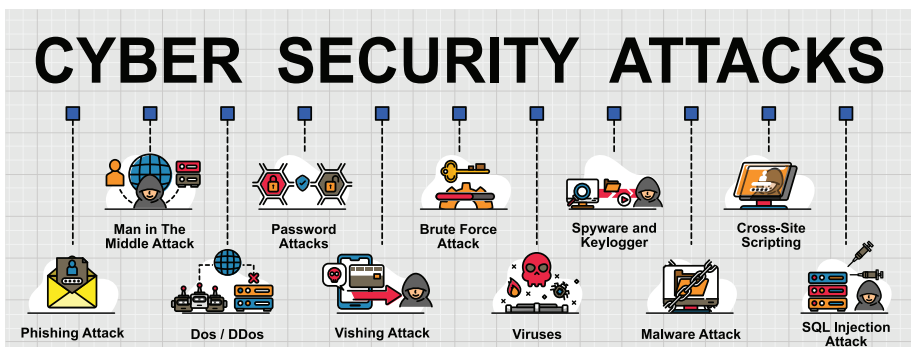


# IOWA ONE CALL<sup>SM</sup>

# The world can be a dangerous place: Be alert!

With recent events in the news, we know you have questions and concerns. Some of those may be 'Am I more likely to be hacked or be cyber attacked? Am I at greater risk?' We don't have all the answers, nor do we know what will happen next. But we do know from a cybersecurity perspective, continuing to focus on the fundamentals is key to protecting both yourself at home and at work. While the sense of urgency may have changed, how cyber attackers target us has not. By fundamentals, we mean focus on these three key points:

**1. Phishing:** Phishing and related scams are when cyber attackers attempt to trick or fool you into doing something you should not do. Often these scams are sent as emails, but they can also try to trick you with text messaging, phone calls or on social media. Anytime someone is creating a tremendous sense of urgency and rushing you to take an action, or someone is promoting an offer that is too good to be true, this is most likely a cyber attack.



**2. Passwords:** Strong passwords are the key to protecting your online, digital life. Make sure each of your accounts is protected by a unique, long password. The longer your password, the better. To keep it simple, use passphrases, a type of password made up multiple words like "honey-butter-happy". Can't remember all your passwords? Neither can we. That is why we also recommend you use a Password Manager to securely store all your passwords. Finally, whenever possible, enable Multi-Factor Authentication (MFA) on your important accounts.

**3. Updating:** Keep your computers, devices and apps updated and current by enabling automatic updating on all your devices. Cyber attackers are constantly looking for new vulnerabilities in the devices and software you use. Keeping them automatically updated makes sure these known weaknesses are fixed and your devices have the latest security features.

In addition, there is going to be a tremendous amount of false information spread on the Internet. This is being done by bad players on purpose to confuse people. Do not trust or rely on information from new, unknown or random social media accounts, such as posts on LinkedIn, Instagram, Facebook or Twitter. Many accounts on these sites were created for the sole purpose of putting out fake information. Instead, follow only well-known trusted news sources who verify the authenticity of information before they broadcast it. Finally, if you wish to donate to any causes in support of recent events, once again, make sure you are donating to a well-known, trusted charity. There will be many scams attempting to trick people into donating to fake charities run by cyber criminals.

We know that times like these can feel a bit scary, but we also wanted to let you know you will be fine. Continue to focus on the fundamentals as we have taught you here, and you will go a long way to protecting yourself, no matter who the cyber attacker is.

## IMPORTANT NOTICE

We take pride in being local and "right down the street" when it comes to being able to resolve customer concerns. As outlined in our Service Rules (available on [mpw.org](http://mpw.org) or at our Business Office), if you have a concern, it should be initiated with one of our trained Customer Service Representatives at: **Muscatine Power and Water, 3205 Cedar St., Muscatine, IA 52761 (563)263-2631 Hours: Monday – Friday: 8:00 am to 5:00 pm**

If you are not satisfied with the initial handling of your complaint, you have the right to escalate your complaint to the appropriate supervisors and managers at MPW. If you feel your complaint was not adequately resolved by a representative of MPW, and it is related to service disconnections, safety or any other matters for which the Iowa Utilities Board (IUB) has authority, you may request assistance from the IUB, by calling (515)725-7321, or toll-free 1-877-565-4450, by email to [customer@iub.iowa.gov](mailto:customer@iub.iowa.gov) or by writing to **1375 E. Court Avenue, Room 69, Des Moines, Iowa 50319-0069**

The Iowa Utilities Board regulates matters of municipal electric utilities only as specified by statute; the service of local telecommunications providers; but does not regulate municipally owned waterworks.



**Address:** 3205 Cedar St. • Muscatine, IA 52761 **Visit our website:** [www.mpw.org](http://www.mpw.org).  
**Lobby Hours:** 8 AM - 4 PM; **Drive-thru Hours:** 8 AM - 5 PM, Mon-Fri. **HelpDesk:** 6 AM - Midnight, 7 days a week.  
**Utility Emergencies:** 263-2631, opt 0 (Phones answered 24/7) • **HelpDesk:** 263-2631, opt 2 (6 AM - Midnight)  
**Customer Services:** 263-2631, opt 3 • **Pay by Phone:** 263-2631, opt 1 • **24-hour payment drop box available**



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