

Lower the thermostat — add heat where you are

If the potential rise in natural gas costs this winter concerns you, electric space heaters may be an excellent way to add a few degrees of comfort to certain rooms while you're occupying them, and reduce the demand on your gas furnace.



Of course, to prevent the risk of frozen pipes you should always maintain the whole house temperature above 60 degrees.

When using space heaters, remember to think safety.

- Choose one with a tip-over safety switch.
- Inspect cords for damage and always plug them directly into a wall outlet.
- Avoid extension cords.
- Always turn it off if you leave the area.
- Keep children and pets away!
- Don't use electric heaters in bathrooms.
- Place heater on a level, hard, non-flammable surface, at least 3 feet away from bedding, drapes, furniture or other flammable materials.
- Don't use portable space heaters to dry clothes, shoes or other combustibles.
- NEVER leave the unit on while you sleep or place one close to any sleeping person.
- And finally, make sure you have working smoke alarms on every level of your home.

Turn Receipts into Rebates!

Each year, MPW issues over \$65,000 in energy rebate credits to residential customers who bought new electric appliances, air conditioners and LED lamps that meet certain energy efficient standards!



Don't leave money on the table!

If you've purchased qualifying appliances in 2021, you have until March 31, 2022 to apply for your rebates. Our rebate form is available online. Snap the QR Code or visit: <https://mpw.org/rebates/>



Rosa
Local HelpDesk Pro

HelpDesk Heroes mpw.org/contact

Although this customer was out of town, he still needed help with filling out a recall via E-mail and called us. After a successful call with Rosa, the customer was so satisfied with the support he received, he wrote in to thank us, saying, "Your tech support is the best!"

NEED HELP? WE LOVE TO HELP!



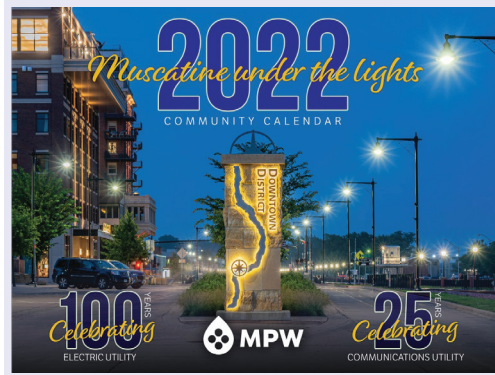
OPEN 7 DAYS
6AM TO MIDNIGHT
263-2631 • Option 2



Address: 3205 Cedar St. • Muscatine, IA 52761 Visit our website: 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

LIKE US! <http://www.facebook.com/MPWutility>

FOLLOW US! https://twitter.com/mpw_tweets



CALENDARS ARE HERE!

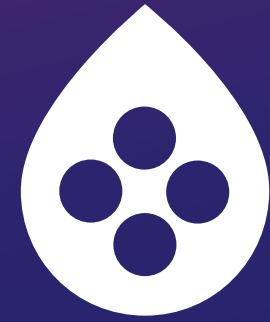
Available in our lobby, drive-thru and at select locations in town.

No supply chain concerns or bare shelves here!
GIFT CERTIFICATES

The one gift **EVERYONE** can use!

Available in any amount to pay any MPW bill.

LOBBY • DRIVE-THRU • OR CALL 263-2631



Thank you for helping us keep them clear!

Snow and ice can prevent emergency crews and Utility personnel from finding or accessing fire hydrants, electric and water meters.

Our great customers have always done a terrific job helping us keep those pathways to meters and fire hydrants clear and we thank you.

Customers save thousands with optional service line insurance plan

In our last issue we told you about SLWA (Service Line Warranties of America) which offers an optional warranty to shield homeowners from unexpected water line repairs.

Here are some interesting local stats:

- SLWA currently serves 1,131 MPW customers enrolled in 2,240 policies (roughly 2 policies/customer).
- 66 claims were filed in the last 12 months, saving MPW customers \$177,387!

\$2,687

AVERAGE SAVINGS PER CLAIM

MPW receives no financial benefit and is not affiliated with SLWA, but they have been vetted by us and found to be reputable.

MPW NEWS

VOLUME 2021 • ISSUE 6

Line 106: Improvement through collaboration

There's been quite a bit of construction happening just north of town, but you may not have noticed. MPW is progressing on a multi-year project known as Line 106, a transmission line which zig-zags cross country from MPW's West Substation to a CIPCO substation along Highway 38 at 170th Street.

This new transmission resource is a critical step in support of MPW's long-term Powering the Future plan. This joint project between MPW and CIPCO will add a new layer of reliability and geographic diversity to our current system.

Line 106 is MPW's largest transmission line project in 40 years and will feature large weathering steel poles, which will allow for longer spans, require very minimal maintenance, and need no "guy wires" along the route, thereby reducing hazards to farmers and farm equipment. Additionally, the "rusty" orange-brown patina that weathering steel poles develop over time allows them to blend in with their surroundings.

"It's a huge undertaking," said Director of Utility Service Delivery, Ryan Streck, "but throughout the project, MPW, CIPCO, and the local landowners were able to reach agreements that have made this major, beneficial infrastructure project a reality."

Line 106 is scheduled to go into service in 2022.



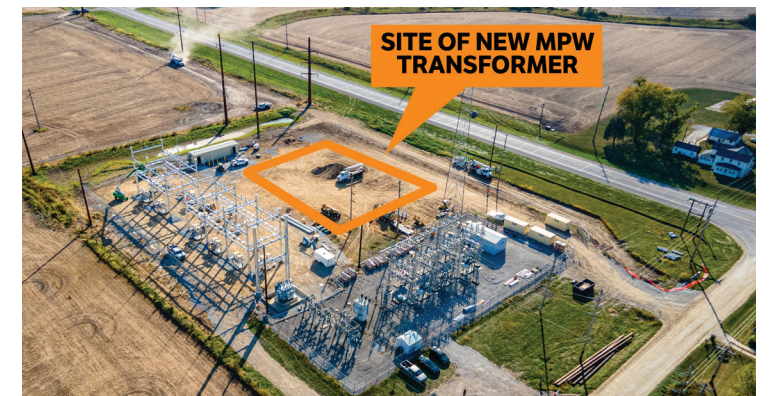
Ryan Streck and Gage Huston with one of the massive steel poles that will carry Line 106.



Hahn Ready Mix pours the concrete for one of the steel pole locations.



The expanded footprint of MPW West Substation is the starting point for Line 106.



MPW's new transformer will be added to this substation just off Highway 38.

Our balanced plan adds sustainability and flexibility while maintaining reliability and affordability

Customers tell us reliable and affordable energy is extremely important in running their homes and businesses, and that they want to continue to do more to help the environment. In developing our Powering the Future energy transition plan, experts considered 100s of scenarios and recommend a balanced plan of local generation, flexible market purchases, and new local renewable energy.

At a recent open house event, MPW presented this set of examples to give customers an eye-opening bill comparison. Below, we compare current residential, small business and industrial bills, with projected 2028 bills using our balanced plan. The last column shows, conservatively, how those energy bills would look with 100% renewable energy in 2028.

MPW's balanced plan adds local solar by 2024 and leaves room for the future addition of more sustainable energy options. We hope you'll agree that local generation, along with flexible market purchases and incremental adds of renewable energy offer the best results for maintaining the reliability and affordability you've come to expect and increasing sustainability we all desire.

POWERING THE FUTURE
A BALANCED APPROACH

SNAP THE QR CODE OR VISIT

<https://mpw.org/electric/powering-the-future/>



Why do we recommend a balanced approach?

How your bill looks today

How it would change under MPW's balanced plan

How it would change under a 100% Renewable plan

RESIDENTIAL - CURRENT BILL (2021)

MPW Muscatine Power and Water				
3205 Cedar Street Muscatine, IA 52761-2204 563-263-2631		Lobby Hours 8:00 AM - 4:00 PM Monday - Friday 563-263-2631		Page 1 of 3
ACCOUNT				
9876-1234567.01				
NAME	SERVICE ADDRESS	BILL DATE	DUE DATE	AMOUNT DUE
RESIDENTIAL CUSTOMER	123 MAIN ST	10/10/21	10/30/21	\$361.93
IMPORTANT INFORMATION				
BILLING SUMMARY				
Last Month's Total Bill				\$356.42
Payment Through				10/08/21
Previous Balance				\$0.00
Electric Charges				\$102.39
Water Charges				\$21.21
Communications Charges				\$183.00
City Charges				\$55.33
This Month's Charges				\$361.93
Payment Due On				10/30/21
Amount Due				\$361.93

RESIDENTIAL - MPW BALANCED PLAN (2028)

MPW Muscatine Power and Water				
3205 Cedar Street Muscatine, IA 52761-2204 563-263-2631		Lobby Hours 8:00 AM - 4:00 PM Monday - Friday 563-263-2631		Page 1 of 3
ACCOUNT				
9876-1234567.01				
NAME	SERVICE ADDRESS	BILL DATE	DUE DATE	AMOUNT DUE
RESIDENTIAL CUSTOMER	123 MAIN ST	10/10/28	10/30/28	\$451.14
IMPORTANT INFORMATION				
BILLING SUMMARY				
Last Month's Total Bill				\$455.12
Payment Through				10/08/28
Previous Balance				\$0.00
Electric Charges				\$119.91
Water Charges				\$24.85
Communications Charges				\$242.83
City Charges				\$63.56
This Month's Charges				\$451.14
Payment Due On				10/30/28
Amount Due				\$451.14

RESIDENTIAL - 100% RENEWABLE SUPPLY (2028)

MPW Muscatine Power and Water				
3205 Cedar Street Muscatine, IA 52761-2204 563-263-2631		Lobby Hours 8:00 AM - 4:00 PM Monday - Friday 563-263-2631		Page 1 of 3
ACCOUNT				
9876-1234567.01				
NAME	SERVICE ADDRESS	BILL DATE	DUE DATE	AMOUNT DUE
RESIDENTIAL CUSTOMER	123 MAIN ST	10/10/28	10/30/28	\$563.31
IMPORTANT INFORMATION				
BILLING SUMMARY				
Last Month's Total Bill				\$566.90
Payment Through				10/08/28
Previous Balance				\$0.00
Electric Charges				\$250.14
Water Charges				\$24.85
Communications Charges				\$242.83
City Charges				\$45.49
This Month's Charges				\$563.31
Payment Due On				10/30/28
Amount Due				\$563.31

SMALL BUSINESS - CURRENT BILL (2021)

MPW Muscatine Power and Water				
3205 Cedar Street Muscatine, IA 52761-2204 563-263-2631		Lobby Hours 8:00 AM - 4:00 PM Monday - Friday 563-263-2631		Page 1 of 3
ACCOUNT				
9876-1234567.01				
NAME	SERVICE ADDRESS	BILL DATE	DUE DATE	AMOUNT DUE
SMALL BUSINESS CUSTOMER	123 MAIN ST	10/10/21	10/30/21	\$410.08
IMPORTANT INFORMATION				
BILLING SUMMARY				
Last Month's Total Bill				\$412.16
Payment Through				10/08/21
Previous Balance				\$0.00
Electric Charges				\$205.66
Water Charges				\$36.58
Communications Charges				\$108.18
City Charges				\$59.66
This Month's Charges				\$410.08
Payment Due On				10/30/21
Amount Due				\$410.08

SMALL BUSINESS - MPW BALANCED PLAN (2028)

MPW Muscatine Power and Water				
3205 Cedar Street Muscatine, IA 52761-2204 563-263-2631		Lobby Hours 8:00 AM - 4:00 PM Monday - Friday 563-263-2631		Page 1 of 3
ACCOUNT				
9876-1234567.01				
NAME	SERVICE ADDRESS	BILL DATE	DUE DATE	AMOUNT DUE
SMALL BUSINESS CUSTOMER	123 MAIN ST	10/10/28	10/30/28	\$468.62
IMPORTANT INFORMATION				
BILLING SUMMARY				
Last Month's Total Bill				\$468.62
Payment Through				10/08/28
Previous Balance				\$0.00
Electric Charges				\$240.84
Water Charges				\$42.85
Communications Charges				\$112.02
City Charges				\$68.53
This Month's Charges				\$464.24
Payment Due On				10/30/28
Amount Due				\$464.24

SMALL BUSINESS - 100% RENEWABLE SUPPLY (2028)

MPW Muscatine Power and Water				
3205 Cedar Street Muscatine, IA 52761-2204 563-263-2631		Lobby Hours 8:00 AM - 4:00 PM Monday - Friday 563-263-2631		Page 1 of 3
ACCOUNT				
9876-1234567.01				
NAME	SERVICE ADDRESS	BILL DATE	DUE DATE	AMOUNT DUE
SMALL BUSINESS CUSTOMER	123 MAIN ST	10/10/28	10/30/28	\$697.64
IMPORTANT INFORMATION				
BILLING SUMMARY				
Last Month's Total Bill				\$699.14
Payment Through				10/08/28
Previous Balance				\$0.00
Electric Charges				\$474.24
Water Charges				\$42.85
Communications Charges				\$112.02
City Charges				\$68.53
This Month's Charges				\$697.64
Payment Due On				10/30/28
Amount Due				\$697.64

SMALL INDUSTRIAL - CURRENT BILL (2021)

MPW Muscatine Power and Water				
3205 Cedar Street Muscatine, IA 52761-2204 563-263-2631		Lobby Hours 8:00 AM - 4:00 PM Monday - Friday 563-263-2631		Page 1 of 3
ACCOUNT				
9876-1234567.01				
NAME	SERVICE ADDRESS	BILL DATE	DUE DATE	AMOUNT DUE
SMALL INDUSTRIAL CUSTOMER	123 MAIN ST	10/10/21	10/30/21	\$75,993.75
IMPORTANT INFORMATION				
BILLING SUMMARY				
Last Month's Total Bill				\$76,236.25
Payment Through				10/08/21
Previous Balance				\$0.00
Electric Charges				\$72,326.32
Water Charges				\$2,671.18
Communications Charges				\$203.18
City Charges				\$793.07
This Month's Charges				\$75,993.75
Payment Due On				10/30/21
Amount Due				\$75,993.75

SMALL INDUSTRIAL - MPW BALANCED PLAN (2028)

MPW Muscatine Power and Water				
3205 Cedar Street Muscatine, IA 52761-2204 563-263-2631		Lobby Hours 8:00 AM - 4:00 PM Monday - Friday 563-263-2631		Page 1 of 3
ACCOUNT				
9876-1234567.01				
NAME	SERVICE ADDRESS	BILL DATE	DUE DATE	AMOUNT DUE
SMALL INDUSTRIAL CUSTOMER	123 MAIN ST	10/10/28	10/30/28	\$88,981.72
IMPORTANT INFORMATION				
BILLING SUMMARY				
Last Month's Total Bill				\$89,373.67
Payment Through				10/08/28
Previous Balance				\$0.00
Electric Charges				\$84,716.06
Water Charges				\$3,144.27
Communications Charges				\$210.40
City Charges				\$910.99
This Month's Charges				\$88,981.72
Payment Due On				10/30/28
Amount Due				\$88,981.72

SMALL INDUSTRIAL - 100% RENEWABLE SUPPLY (2028)

MPW Muscatine Power and Water				
3205 Cedar Street Muscatine, IA 52761-2204 563-263-2631		Lobby Hours 8:00 AM - 4:00 PM Monday - Friday 563-263-2631		Page 1 of 3
ACCOUNT				
9876-1234567.01				
NAME	SERVICE ADDRESS	BILL DATE	DUE DATE	AMOUNT DUE
SMALL INDUSTRIAL CUSTOMER	123 MAIN ST	10/10/28	10/30/28	\$171,085.02
IMPORTANT INFORMATION				
BILLING SUMMARY				
Last Month's Total Bill				\$171,218.36
Payment Through				10/08/28
Previous Balance				\$0.00
Electric Charges				\$166,819.36
Water Charges				\$3,144.27
Communications Charges				\$210.40
City Charges				\$910.99
This Month's Charges				\$171,085.02
Payment Due On				10/30/28
Amount Due				\$171,085.02