

ANNUAL PRIVACY NOTICE FOR PHONE & TV

Muscatine Power and Water (MPW) complies with Federal regulations for protecting the privacy of personally identifiable information in your account records. For telephone service, federal law refers to these records as “Customer Proprietary Network Information” (CPNI).

Affected records include a customer’s subscribed telephone services, billing data, call details, etc.

MPW does not share customer account information with other entities for marketing purposes. MPW itself, may contact you with information about changes to our telephone service plans or optional features available for your subscribed service plan(s). We will not use protected telephone or other account information for any other marketing purpose.

The Personal Information Disclosure (PID) section of MPW Communications Service Rules sets forth our policy regarding personal customer information and the Federal Communications Commission and other regulators require MPW to protect your CPNI.

Learn more at:

<https://mpw.org/media/CommunicationsServiceRules.pdf>



Your opinions matter to us, and every few years, MPW conducts a customer survey to gauge how we’re doing in your eyes as we pursue the delivery of a great customer experience to you.

In past years, the surveys were conducted by telephone and could have required a significant amount of your time to answer the pollster’s questions. Today, the most effective surveys with the highest participation are conducted online, where respondents can give their answers as their own busy schedules allow.



As an online survey, it can be accessed on PC, tablet, or smartphone.

WATCH YOUR EMAIL INBOX!

MPW Customer Opinion Survey



This year’s survey should take just a few minutes to complete!

During the month of October, watch your email inbox for a link to the questionnaire and share your thoughts. Your feedback helps us serve you better and plan for the future. **It should only take a few minutes to complete** and because it is online, you can complete the survey on your PC or tablet — even your smartphone.

As your local municipal Utility, MPW is dedicated to providing excellent and personalized service to all of our customers and your honest opinions will help us to do so. Thanks in advance for sharing.

It's not too early! Grab the gift EVERYONE can use!

MPW GIFT CERTIFICATES

LOBBY • DRIVE-THRU • OR CALL 263-2631

Available in any amount to pay any MPW bill



CYBER SAFETY TIPS:

"Can you hear me?" scam

Have you ever answered a phone call and the caller immediately asks, "Can you hear me?"

They don't say hello, include their name, or reveal where they're calling from. This may be a cold calling tactic that is designed to get an unsuspecting person to respond "yes". The response is then recorded and used as a voice signature to sign you up for a service you didn't ask for!

The caller may try to get personal or financial information from you, asking you to confirm personally identifiable information that they say they have about you, claiming they need this information to ensure your identity. If you were to ask the caller any questions about the business or product and they're reluctant to answer, hang up, as this is likely a scam.

Here are some tips to keep you and your family safe:

- **Don't answer calls from people or numbers you do not recognize.** Scammers can mask their phone number to look like it is coming from your state or town when it isn't. Some cellular providers will let you mark these calls as SPAM and block the number.
- **If you do answer, and the caller immediately asks if you can hear them, hang up.** Replying with anything else will just keep the ruse going.
- **Never give out personally identifiable information to anyone over the phone or online** including birth dates, social security numbers, bank account information, credit card information, user names and/or passwords of any kind. Legitimate businesses that you already do business with will have this already and will not ask you for it.

Be sure to share this with your family – **especially the elderly**. They are the hardest hit by this scam!



MPW ENERGY Smarts | Air Source Heat Pumps



An ENERGY STAR® certified Air source Heat Pump (ASHP) provides highly efficient heating and cooling by extracting heat from outside into your home in winter and pulling the heat out of your home in the summer. For some, it may be helpful to think of a ducted ASHP as a central air conditioner that also works in reverse to provide whole-house space heating in winter. Ducted ASHP systems can be installed and connected to the conventional forced-air ductwork system that is typical of most American homes. In most climate zones, an ASHP can be installed as a drop-in replacement when either a central air conditioner or a furnace needs replacement. **Your new heat pump could also qualify for a rebate.** (see mpw.org/rebates).

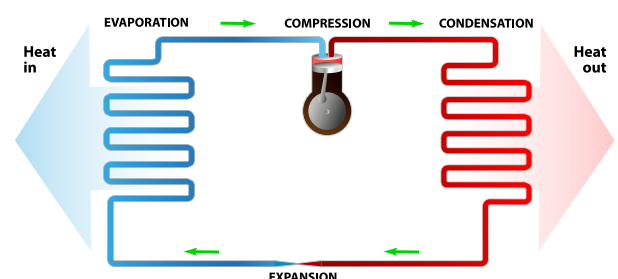
If your home doesn't have existing ductwork or you are planning an addition or renovation where running ductwork will be difficult, you can still install Mini Split Heat Pumps, also called Ductless Heat Pumps to heat and cool a portion of your house. Mini Splits do not need ductwork in order to be installed — instead they are mounted directly onto an interior wall or ceiling with an accompanying outdoor unit. To learn more about Mini Split Heat Pumps, visit www.energystar.gov/minisplit.

Additional Benefits of ASHPs:

- Lower energy bills by switching from electric resistance, propane, and oil to heat pumps.
- No combustion means better indoor air quality because there are no direct emissions such as NOx, carbon dioxide, or carbon monoxide.
- No fuel storage or risk of running out of fuel.

Learn more at: https://www.energystar.gov/products/air_source_heat_pumps

How does a heat pump work?



"Round Up" with SmartHub and help your neighbors in need

Round Up is a new feature of MPW's SmartHub application. It gives customers the option of "rounding up" their amount due to the next even dollar amount when paying or scheduling a payment.

For example, if your bill is \$62.38, the amount would be rounded up to \$63.00. The 62 cents added to your bill will go to **Project Share** (see below) and be distributed by Community Action of Eastern Iowa (caeiowa.org) to local residents for utility bill assistance. You can sign up for Round Up under the "**Billing & Payments**" tab in SmartHub!

If you're not using SmartHub, you can still make a direct donation to Project Share. See the form below. MPW is proud to be part of an amazing community that always makes an effort to help those in need during the long winter months and all year long. We hope that you, too, will help those less fortunate. Thank you for being a great neighbor.

The Utility also has a long history of working with customers to develop payment plans and referring those in need to community and government resources.

In addition to Community Action of Eastern Iowa, the Salvation Army is an excellent resource, and both continue to be engaged in doing good in the community all year-round.

There are several different financial assistance programs designed to give customers relief in difficult situations, including:

- Low Income Home Energy Assistance Program (LIHEAP). Apply through Community Action <https://www.caeiowa.org/>
- The Affordable Connectivity Program (ACP) <https://mpw.org/internet/affordable-connectivity-program/>



Project Share

helps those less fortunate pay their winter utility bills.

Project Share (PS) is a voluntary energy assistance program that helps people in Muscatine pay their winter utility bills. You can help by adding a regular contribution to your monthly utility payment or by making a donation directly to Project Share. A social service agency will then distribute funds to qualified families. **Fill out and detach this form, then return it to us with your next payment.**

For more information, call MPW at 263-2631

WON'T YOU PLEASE HELP?

Name _____
 Address _____
 City _____ State _____
 Zip _____ Phone _____

I will contribute \$_____ per month to Project Share.

I understand this amount will be included with my monthly utility bill.

I have enclosed a \$_____ donation to Project Share.

CONTRIBUTIONS TO PROJECT SHARE ARE TAX DEDUCTIBLE

Need assistance? See below for information on the Low Income Home Energy Assistance Program (LIHEAP)

ATTENTION: RESIDENTIAL CUSTOMERS!

NEED HELP WITH YOUR HEATING BILL?

The 2023-2024 Low-Income Home Energy Assistance Program (LIHEAP) has been established to help qualifying low-income Iowa homeowners and renters pay for a portion of their primary heating costs for the winter heating season. The assistance is based on household income, household size, type of fuel, and type of housing. If you are not sure where to apply, please Dial 2-1-1 or visit <https://humanrights.iowa.gov/dcaa/where-apply>, or contact your local agency:

Community Action of Eastern Iowa, 1903 Park Avenue #18, Muscatine, IA 52761
 Phone: 563-263-9290 or 866-263-9290

or write to: LIHEAP, Iowa Department of Human Rights, Capitol Complex, Des Moines, IA 50319

WHEN TO APPLY

- **Elderly (60 & over) and/or disabled:** October 1, 2022 to April 30, 2023.
- **All other households:** November 1, 2022 to April 30, 2023.

WHAT TO TAKE:

- **Proof of Income** (for all household members age 18, and over) Depending upon your household income type, income documentation from the past 30 days, the last 12 months, or last calendar

year, whichever is easier or more beneficial for you.

- **Proof of Social Security numbers for all household members** (documentation required).
- **Most recent heat bill**
- **Most recent electric bill**

WAGE EARNERS:

Please bring copies of your check stubs for the 30-day period preceding the date of

application, or a copy of your most recent federal income tax return.

FIXED INCOME:

This income may include: Social Security Benefits, Supplemental Security Income, Family Investment Program, Veteran's Assistance, Unemployment Insurance, and pensions. Please bring copies of your check stubs from the previous 30 days.

SELF-EMPLOYED/FARMERS:

Please bring a copy of your most recent

INCOME MAXIMUMS

Household Size	Annual Gross Income
1	\$29,160
2	\$39,440
3	\$49,720
4	\$60,000
5	\$70,280
6	\$80,560
7	\$90,840
8	\$101,120

For households with more than eight members, add \$10,280 for each additional member.

federal income tax return.

FIP RECIPIENTS:

Please bring your current DHS Notice of Decision or contact your local office for acceptable document information.

If you receive alimony or child support, it will also need to be verified. Additional income not listed here may be required.

Football on TV: Where are the Hawkeyes playing?

A frequent call into our HelpDesk during football season is for help finding the Hawkeyes on TV, and we wanted to proactively help, so we published the Hawkeye's TV schedule on our Facebook page.

Within a week, the times and channels for October and November games were changed to TBA/TBD (to be announced/to be determined).

Since times and channels are likely to keep changing, watch our Facebook page (<https://www.facebook.com/MPWutility>) each week so you have the most up to date details.



Headed South for the Winter?

MPW's EZ Hold service is the quick and simple way to temporarily suspend communications services (TV, internet, phone). Traveling for an extended period of time? Just call us — no appointment, no disconnection and no reconnection fee. For \$5 per month, we'll leave everything in place and put your account on hold. When you're ready, just call and turn everything back on!

To learn more or to get started, call 263-2631

HAWKEYES FOOTBALL SCHEDULE

OCT 7
2:30 PM
PURDUE @ IOWA HAWKEYES

OCT 14
TBA
IOWA HAWKEYES @ WISCONSIN

OCT 21
TBA
MINNESOTA @ IOWA HAWKEYES

OCT 28
BYE WEEK

NOV 4
TBA
IOWA HAWKEYES @ NORTHWESTERN

NOV 11
TBA
RUTGERS @ IOWA HAWKEYES

NOV 18
TBA
ILLINOIS @ IOWA HAWKEYES

NOV 24
11:00 AM
IOWA HAWKEYES @ NEBRASKA

Check our Facebook page weekly for channel updates



Michelle
HelpDesk Pro

HelpDesk Heroes mpw.org/helpdesk

Ernest called the receptionist and asked for a manager to call him back. He wanted to make sure to tell us that Michelle "did a wonderful job and really went above and beyond" to help him with his email.

Looking at the call notes and listening to the call, Michelle spent nearly 60 minutes adjusting his Outlook settings to have message received with images automatically display the image. She also spent time looking through spam messages and helping get them blocked. Ernest wanted to make sure that the GM knew what a great job she did.



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

NEED HELP? WE LOVE TO HELP!



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