

# MPW NEWS

VOLUME 2023 • ISSUE 2

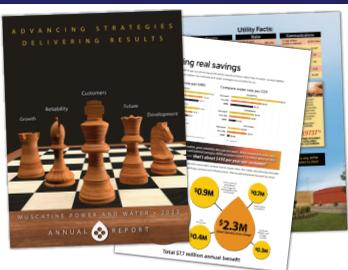


Even the friendliest puppy can turn into a vicious guard dog when a stranger comes onto your property. MPW asks that you please be considerate of utility workers (meter readers, installers, linemen, etc.) by keeping your pets away from meters and other utility equipment both inside and outside the house.

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: [mpw.org/meter-reading/](http://mpw.org/meter-reading/)

**THANK YOU FOR YOUR CONSIDERATION**



## 2022 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.

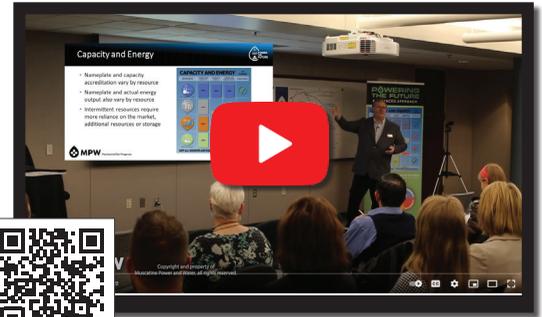
## Powering the Future: 2023 Customer Forum

Approximately 70 residents and business leaders attended Muscatine Power and Water's (MPW) customer forum held March 6. The forum gave customers an opportunity to learn about the Utility's power supply strategy, and engage with MPW leadership.

General Manager, Gage Huston, and Director of Power Production and Supply, Doug White, presented the study results including the benefits and risks associated with each of several options considered in the study.

MPW is taking a balanced approach to future power supply issues, focusing on reliability and affordability, in addition to sustainability, while providing the flexibility to adopt emerging technologies as they become viable alternatives. Maintaining a reliable and affordable electric supply was also top of mind for customers in attendance.

Watch the entire presentation on MPW Local Video-On-Demand or scan the QR code to view the presentation on YouTube.



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



## SmartHub - Now Live!

MPW's new customer information system (CIS) **SmartHub** is here! It's the new way for customers to access and manage their accounts on a PC or via the SmartHub mobile app. MPW will be hosting **GET SMART... Hub Night** on Tuesday, May 2. Experienced MPW Customer Service and HelpDesk representatives will give hands-on help to create a user profile and answer questions about

Max had the first mobile phone, but he couldn't get SmartHub.

**You can!**



Access your MPW account 24/7 via your Smart Phone or PC.



Learn more at:

**GET SMART HUB Night**  
**TUESDAY MAY 2 | 4pm - 6pm**  
MPW Business Office 3205 Cedar Street



the many tools available such as online bill pay, reporting an outage and viewing electric and water usage. Coming? RSVP by visiting this link: <https://bit.ly/get-smart-rsvp>

If you haven't already, register for SmartHub via the web portal or mobile app - scan one of the QR codes to register via your preferred method. For additional links, instructions, features, and FAQ's visit [mpw.org/smarthub](http://mpw.org/smarthub).

## HelpDesk Heroes



## TEAMWORK EDITION

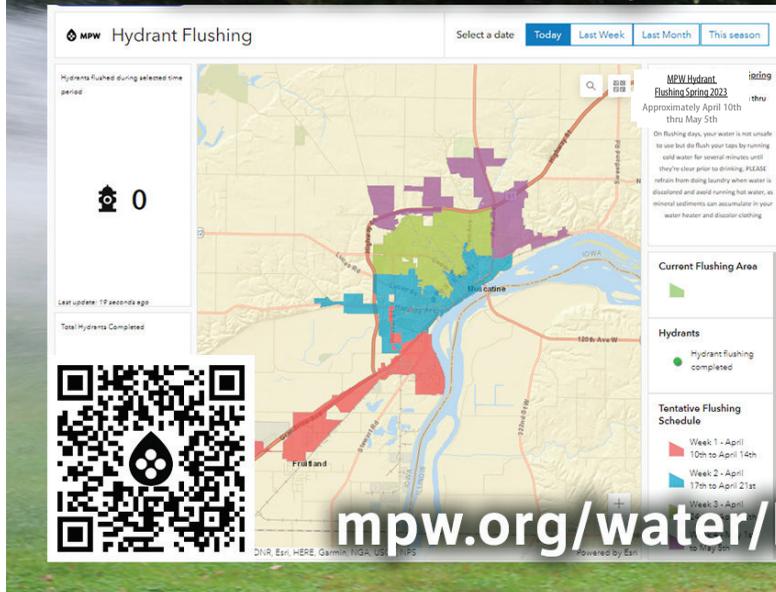
*"I just want to thank the entire HelpDesk team for their patience while setting up SmartHub for us."*

- Molly



Check out the new map!

**SPRING FLUSHING**  
**APRIL 10 - MAY 5**



[mpw.org/water/hydrant-flushing-map](http://mpw.org/water/hydrant-flushing-map)



MPW's flushing procedure is a comprehensive maintenance activity that helps keep the water mains clean and provides valuable feedback on the condition of each fire hydrant connected to the MPW water distribution system. When MPW flushes hydrants in the spring and fall, customers can use our new interactive map to watch our progress and know when we'll be flushing in your area.

**MINERAL SEDIMENTS CAN ACCUMULATE IN YOUR WATER HEATER AND DISCOLOR CLOTHING.**

**PLEASE REFRAIN FROM DOING LAUNDRY WHEN WATER IS DISCOLORED AND AVOID RUNNING HOT WATER.**

**Water is not unsafe to use but you'll need to flush your taps by running cold water for several minutes until they're clear prior to drinking.**



## Save on annual AC Checkup

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).

***BE PREPARED FOR THE UNEXPECTED***

## Optional Service Line Protection

Each spring and fall, MPW reminds all customers that breaks, damage and repairs to service lines from the main to the meter, are the homeowner's responsibility. As shown in the diagram, the Utility is responsible for water mains, but the interconnect belongs to you.

Repairs or replacement are often unexpected and can cost the homeowner thousands of dollars. For this reason, MPW has partnered with Service Line Warranties of America (SLWA) which offers protection programs to homeowners for their Water Service Lines (WSL) and Sewer Service Lines (SSL). Each spring and fall, SLWA mails information to local homes not currently covered.

*SLWA coverage is completely optional. You are under no obligation to buy.*

Your homeowners' insurance may cover these repairs, but if not, SLWA provides these affordable Service Line Warranty programs which feature no service fees or deductibles. If a customer's line needs repair, a simple call to SLWA's 24-hour hotline will dispatch a local, licensed contractor familiar with the local plumbing code.



*SLWA is an independent company and while we have vetted them, MPW receives no benefit from the sale of these warranties. The coverage is voluntary and available at affordable monthly or annual rates.*

**To learn more, visit [www.slwofa.com](http://www.slwofa.com) or call 1-866-922-9006**



Chances are, you're reading this after the fact, but each year, all of us at MPW pause to tip our caps to our professional line crew. Line crews are dispatched after a damaging storm or other catastrophic event to ensure the safety of other public safety heroes. Always there. Always prepared.  
**#thankalineman**



Our water from the Muscatine Island Aquifer consists of natural, high quality water. Each year, MPW joins other American water providers in spotlighting MPW water's low cost and great taste.  
 National Drinking Water Week is May 7-13. Learn more about the health benefits of drinking more at [DrinkTap.org](http://DrinkTap.org).  
 Let's raise a glass and drink to your health.

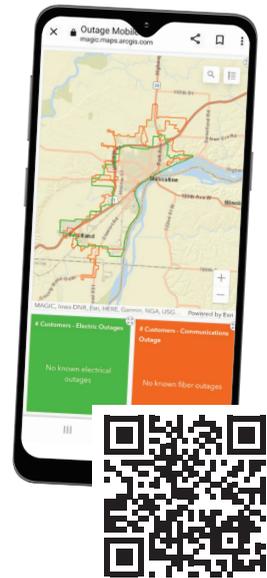
## MPW STORM TEAM: Always Ready, Always Prepared

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 more quickly. Our interactive online electrical outage map, gives you a real-time look at the outages we know about, to save you a call.

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

Regular updates will be posted to our Facebook page, so be sure to like and follow. Plus, our new **SmartHub** app offers a new way to report and view an outage. An alert banner with further instructions will also be on our home page at 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.



SNAP THE QR CODE OR VISIT  
[mpw.org/outagemap](http://mpw.org/outagemap)

**CHECK THE  
 OUTAGE MAP FIRST  
 BEFORE YOU CALL!**

**IF YOU SEE DOWNED 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**

**WATCH**

Conditions **FAVORABLE** for development of severe weather

Issued up to **6 hours** in advance of severe storms

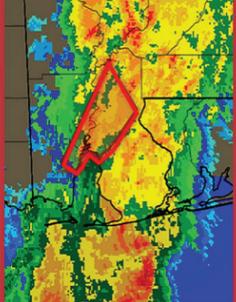


Two Word Definition: **BE ALERT**

**WARNING**

Severe weather is forming, observed, or detected by radar

Issued a few minutes to **1 hour** in advance of severe storms



Two Word Definition: **TAKE ACTION!**

WEATHER.GOV/MPW

# 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 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.

# Digital Spring Cleaning

We often hear of the term “spring cleaning,” this time of year when we go through our belongings and organize our house and lives in preparation for the upcoming summer. This is also the perfect time to take an annual review of your digital life. The following seven simple steps, taken once a year, will go a long way toward ensuring you can make the most of technology, safely and securely.

**ACCOUNTS:** Review each of your accounts. Using a long, unique password for each account ensures that if one account is compromised, your other accounts are still safe. Can't remember all those different passwords? Don't worry, neither can we. We recommend you use a password manager to securely store all your passwords and make your life far simpler and more secure. Enable multi-factor authentication (MFA) when possible, especially for your personal email or financial accounts. This is the single most important step you can take to secure any online account. If you have any online accounts that you have not accessed in over a year, it could be time to simply delete them.

**PROGRAMS:** Keeping your devices and software updated and current ensures you have the latest security features installed and known vulnerabilities are fixed. The simplest way to do this is to make sure you have automatic updating enabled on all your computers, mobile devices, and even smart home devices. Also, delete any unused programs or apps on your mobile devices and computers. Some apps require large amounts of storage, can introduce new vulnerabilities, and may even slow things down. The fewer apps you have, the more secure your system and your information remains. Many devices show you how long it has been since you've used an app. If it has been a year since you last used the app, chances are you don't need it anymore.

**FINANCES:** Verify that your bank accounts, credit card accounts, investments, and retirement accounts are configured to alert you whenever a transaction is made, especially for unusual sign-ins, large purchases, or money transfers. This will make it so that you are always notified when a financial transaction occurs and you can spot any fraud or unauthorized activity right away. The sooner you identify fraudulent activity, the sooner you can stop it and the more likely you can recover your money. An additional step you can take is to implement a credit freeze, which can be one of the most effective ways to protect your identity.

**DISPOSING OF DEVICES:** Over time, you may find yourself collecting old devices you no longer need - perhaps an old smartphone or smart home device. If you dispose of any of these devices, first wipe any personal information from them. Most devices have a simple wiping function that securely purges all personal information (or reset to factory default) before disposing of the device.

**BACKUPS:** No matter how safe or secure you are, at some point you will most likely need backups to recover your important information or migrate your information to a new device. Set your devices to automatically back up to the cloud. Creating and scheduling automatic backups allows you to recover your most important information.

**PARENTING:** If you are a parent or guardian, this is a good time to review any parental controls settings you have in place for children. As children get older, you will most likely need to update these controls settings.

**SOCIAL MEDIA:** Review privacy settings on your social media accounts – these are a goldmine of personal information. Review your accounts to check that you are not sharing sensitive information such as your birthday, phone number, home address, banking information, or geo-location in personal photos.

Spending just a couple hours a year taking these steps will go a long way toward protecting you, your devices, and information.



## 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)



**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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