

RESIDENTIAL INTERNET



Built on our

1 Gigabit

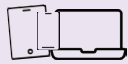
DOWNLOAD: 1 Gbps

UPLOAD: 1 Gbps

\$75⁹⁹
MO

INCLUDES WIFI@HOME

*Add \$5/mo without MPW TV



15 DEVICES

BEST
for



ONLINE GAMING



MULTI PLATFORM STREAMING



HD DOWNLOADS

250 Mbps

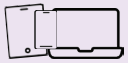
DOWNLOAD: 250 Mbps

UPLOAD: 250 Mbps

\$60⁹⁹
MO

SAVE MORE BY BUNDLING

*Add \$5/mo without MPW TV



10 DEVICES

GREAT
for



VIDEO STREAMING



MUSIC STREAMING



2-4 PLAYER GAMING

100 Mbps

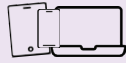
DOWNLOAD: 100 Mbps

UPLOAD: 100 Mbps

\$45⁹⁹
MO

SAVE MORE BY BUNDLING

*Add \$5/mo without MPW TV



5 DEVICES

GOOD
for



HOME OFFICE



VIDEO CALLS



ONLINE SCHOOLING

Multi Gig

2 Gigabit

Download: 2 Gbps | Upload: 2 Gbps



Up to 25 DEVICES

\$150⁹⁹
MO

5 Gigabit

Download: 5 Gbps | Upload: 5 Gbps



More than 25 DEVICES

\$225⁹⁹
MO

*Add \$5/mo without MPW TV, +\$99.99 install fee, includes WIFI@Home

Learn more about system requirements for Multi-Gig speeds at mpw.org/internet

WiFi @HOME



MPW's Managed Router Service -
Includes router, service and network support

\$7⁹⁹
MO

WiFi@HOME now included
with 1, 2, and 5 Gig service.

WiFi
EXTENDER **\$4⁹⁹**
MO



STINGRAY MUSIC

GENRE	CH	GENRE	CH
Music On Demand	500	Hit Lists	511
Alt Rock Classics	521	Holiday Hits	576
Alternative	520	Hot Country	501
Americana	507	Jammin'	570
Bluegrass	505	Jazz Masters	549
Broadway	545	Jazz Now	551
Chamber Music	540	Jukebox Oldies	517
Christian Pop & Rock	556	Kids' Stuff	574
Classic Masters	541	Maximum Party	510
Classic R'n'B & Soul	536	No Fences	502
Classic Rock	518	Nothin' but 90's	513
Country Classics	503	Pop Adult	512
Dance Clubbin'	533	Popular Classical	542
Easy Listening	559	Retro Latino	568
Electric Electronic	528	Ritmos Latinos	564
Everything 80's	514	Rock	519
Éxitos del Momento	565	Rock en Espanol	569
Éxitos Tropicales	566	Romance Latino	567
Flashback 70's	515	Smooth Jazz	550
Folk Roots	504	Soul Storm	537
Gospel	555	Swinging Standards	552
Groove Disco & Funk	531	The Blues	548
Heavy Metal	522	The Chill Lounge	561
Hip Hop	525	The Spa	560
Hip-Hop/R&B	526	Y2K	527

These 50 channels included with your MPW TV subscription!
Unlimited channels available on the Stingray Music App!



MPW
INTERNET • TV • PHONE

563.263.2631 • mpw.org

February 27, 2024

COMMUNICATIONS Services Pricing



and
Channel
Guide



MPW 563.263.2631 • mpw.org

RESIDENTIAL TELEVISION

BASIC

UP TO **88** CHANNELS

34 TV + 50 MUSIC CHANNELS + LOCAL STREAMING

\$25⁹⁹ MO

GET STARTED NOW!
PLUS BSC*

SELECT

UP TO **153** CHANNELS

INCLUDES ALL BASIC CHANNELS WatchTVEverywhere ACCESS

\$89⁹⁹ MO

SAVE BY BUNDLING
PLUS BSC & RSC*

PREFERRED

UP TO **180** CHANNELS

ALL BASIC AND SELECT CHANNELS PLUS 25 MORE.

\$101⁹⁹ MO

SAVE BY BUNDLING
PLUS BSC & RSC*

PREFERRED XTRA

UP TO **187** CHANNELS

ALL PREFERRED PLUS STARZENCORE

\$109⁹⁹ MO

SAVE BY BUNDLING
PLUS BSC & RSC*

PREFERRED +1

UP TO **193** CHANNELS

ALL PREFERRED PLUS CHOOSE 1 PREMIUM

\$125⁹⁹ MO

SAVE BY BUNDLING
PLUS BSC & RSC*

PREFERRED +2

UP TO **204** CHANNELS

ALL PREFERRED PLUS CHOOSE 2 PREMIUMS

\$140⁹⁹ MO

SAVE BY BUNDLING
PLUS BSC & RSC*

PREFERRED +3

UP TO **212** CHANNELS

ALL PREFERRED PLUS CHOOSE 3 PREMIUMS

\$155⁹⁹ MO

SAVE BY BUNDLING
PLUS BSC & RSC*

ULTIMATE

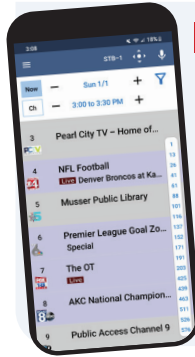
222 CHANNELS

SAVE MOST WITH ULTIMATE! ALL CHANNELS - ALL PREMIUMS

\$169⁹⁹ MO

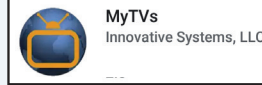
SAVE BY BUNDLING
PLUS BSC & RSC*

Broadcast Service Charge (BSC) of \$22.09 per month applies to all TV packages to cover local stations' retransmission fees. Regional Sports Network Charge (RSC) of \$9.49 on Select and above. Rates effective 5/1/23. All services subject to applicable fees, taxes and charges, including Facilities Charge of \$2.98 per household.



BONUS! MPW Local Stream

Watch local and regional stations LIVE on your phone or tablet with the MyTVs app.



MyTVs app is included with MPW TV!
Search for "MyTVs" in your app store.



NEVER MISS A SHOW! includes Premium Set-top Box FREE

\$11⁹⁹ ONLY MO.

Advanced DVR

Advanced DVR allows any set top box in your home to record, play, pause and rewind up to 8 programs at once, organize your content in folders and set-up recordings — even away from home with the MyTVs app.

Premium Network Suites



Starz Encore (up to 7 channels).....	\$10.99
Cinemax (up to 8 channels) Includes Cinemax On Demand.....	\$18.99
Showtime/The Movie Channel (up to 11 channels)	\$21.49
Starz/Starz Encore(up to 13 channels)	\$18.99
Includes Starz/StarzEncore On Demand	
HBO (up to 15 channels) Includes HBO On Demand and Max	\$21.49
NFL Redzone (Season Pass)	\$62.99
MPW Latino.....	\$13.49

Installation Prices & Equipment

A set-top box is required for each TV. All boxes are DVR-capable. Standard Set-top Box requires Cat5/6 Ethernet cabling.

Scan QR Code to view the full list of fees.



Standard Basic Installation (up to 4 outlets)\$40.00 Value ...	Free!
Standard Set-top Box	\$3.99/mo
Premium Set-top Box	\$6.99/mo
Additional Premium Set-top Boxes	\$4.99/mo
Additional Outlet Installation.....	\$25.00/outlet
Relocate Outlet	\$25.00/outlet
Custom Installation	\$50.00/outlet
Service Rate (1 hour minimum)	\$25.00/hr.

Effective 5/1/23. NFL RedZone available only on Sundays during the NFL season. Subscription to NFL RedZone will renew automatically at the beginning of each NFL season.

In order to receive HBO ON Demand, Cinemax ON Demand and/or Starz ON Demand, you must subscribe to either the HBO, Cinemax and/or Starz premium service.

Installation fees and other restrictions may apply. All channels are HD unless unavailable from programmer. Subject to change. See mpw.org for the most current information.

RESIDENTIAL TELEPHONE

TOTAL PHONE

UNLIMITED LOCAL. 1,000 MINUTES LONG DISTANCE. ALL CALLING FEATURES.

\$33⁹⁹ MO

SAVE BY BUNDLING

LOCAL PLUS

200 MINUTES LONG DISTANCE. UNLIMITED LOCAL. 7 CALLING FEATURES.

\$26⁹⁹ MO

SAVE BY BUNDLING

LOCAL

UNLIMITED LOCAL CALLING. LONG DISTANCE BILLED PER MINUTE USE.

\$19⁹⁹ MO

SAVE BY BUNDLING

200 LONG DISTANCE MINUTE PAKS

SUPPLEMENT YOUR CALLING PLAN WITH PAKS OF 200 EXTRA MINUTES.

\$6⁹⁹ EA

AVAILABLE FEATURES

Vicemail

Callers can leave you a message. You'll hear a few short beeps in your dial tone to alert you to a new voicemail.

Three-Way Calling

Join yourself and two other callers on the same call.

Last Call Return

To hear the number from your last call, press *69. To redial it, press 1.

Caller ID

Displays the caller's name and phone number on your phone display.

Call Waiting

A brief tone alerts you to incoming calls. You may leave the call you're on to answer the incoming call.

Call Waiting ID

Displays who is calling when an incoming call is waiting.

Call Forward Variable

Send incoming calls to a different number. Also, transfer all calls to any number.

Anonymous Call Rejection

If incoming caller information is blocked from being shown, automatically send them a message stating you don't accept blocked info calls.

Call Screening

Block up to 13 callers of your choice and auto-send a message you're not accepting their calls.

Speed Call 8

Use a two-digit code to dial up to 8 frequently called local or long distance numbers.



RESIDENTIAL CHANNEL GUIDE

COLOR/SYMBOL KEY TO CHANNEL AVAILABILITY AND POSITION

U **ULTIMATE**
P **PREFERRED**
S **SELECT**
B **BASIC**
L **LATINO**
CH **CHANNEL POSITION**
TVE **WATCH TV EVERYWHERE**
OD **ON DEMAND**
ST **LOCAL STREAM**
* **ADDITIONAL FEE**

NETWORK/STATION	AVAILABLE ON	CH
A&E	S P U TVE OD	115
ABC - WQAD 8	B S P U TVE	8
ACC Network	S P U	49
ACCESS 9 - Public Access	B S P U	9
AHC - American Heroes Channel	S P U TVE OD	151
Action Movies On Demand	* * * *	110
AMC	S P U TVE	99
Animal Planet	S P U TVE OD	169
Antenna TV	B S P U	21
AXSTV	S P U	113
Bally Sports Midwest	S P U TVE	36
Bally Sports Midwest Alternate	S P U TVE	67
BBC America	S P U TVE	155
BBC World News	S P U	188
Big 10 Network	S P U TVE OD	39
Big 10 Network Alternate	S P U TVE	68
Boomerang	S P U	81
Bounce TV	B S P U	102
Bravo	S P U TVE	123
Cartoon Network	S P U TVE OD	82
CBS - WHBF 4	B S P U	4
Cine Mexicano	* * * *	L 202
CIVIC TV	B S P U	2
CNBC	S P U TVE OD	187
CNN	S P U TVE OD	184
CNN en Espanol	* * * *	L 196
Comedy Movies On Demand	* * * *	94
Cooking Channel	S P U TVE	166
Court TV	B S P U	154
Cozi TV	B S P U	22
Crime & Investigation	S P U	120
C-SPAN	B S P U TVE	27

NETWORK/STATION	AVAILABLE ON	CH
Hallmark Channel	S P U TVE	130
Hallmark Movies & Mysteries	S P U TVE	133
HDNet Movies	* * P U	112
Heroes & Icons	B S P U	88
HGTV	S P U TVE	160
History Channel	S P U TVE OD	145
History en Espanol	* * * *	200
HLN - Headline News	S P U TVE	183
HSN - Home Shopping Network	B S P U TVE	11
ID - Investigation Discovery	S P U TVE OD	117
IFC	S P U TVE	95
INSP	B S P U	31
ION	S P U	119
ION Mystery	B S P U	116
Laff	B S P U	96
Lifetime	S P U TVE OD	134
Lifetime Movie Channel	S P U TVE OD	136
Lifetime Real Women	S P U	137
Local On Demand	* * * *	16
Magnolia Network	S P U TVE	161
Marquee Sports Network	S P U TVE	37
MeTV	B S P U	20
Military History	S P U	146
Motor Trend	S P U TVE OD	149
Movieplex	S P U	111
MPL 5 - Musser Public Library	B S P U	5
MPW-TV Tutorials	B S P U	17
MSNBC	S P U TVE	186
My Network TV	B S P U	18
Nat Geo Wild	S P U TVE	176
National Geographic	S P U TVE OD	175
NBC - KWQC 6	B S P U TVE	6

NETWORK/STATION	AVAILABLE ON	CH
UP TV	S P U	85
USA	S P U TVE	98
VOD/PPV Preview	S P U	1
Vice	S P U TVE	118
WE	S P U TVE	140
Weather Channel	B S P U TVE	15

PREMIUM NETWORKS Add to any package.

NETWORK/STATION	AVAILABLE ON	CH
HBO HBO On Demand	* * * U	410
HBO E	* * * U	OD 411
HBO Max	* * * U	TVE
HBO 2	* * * U	413
HBO Signature	* * * U	414
HBO Family	* * * U	415
HBO Comedy	* * * U	416
HBO Zone	* * * U	417
HBO Latino	* * * U	418
CINEMAX Cinemax On Demand	* * * U	420
Cinemax E	* * * U	OD 421
Outer MAX	* * * U	423
5 Star MAX	* * * U	424
MoreMax	* * * U	425
ActionMax	* * * U	426
Thriller Max	* * * U	427
Movie MAX	* * * U	428
MAX Latino	* * * U	429
SHOWTIME Showtime	* * * U	431
Showtime 2	* * * U	433
SHOxBET	* * * U	434
Showtime Extreme	* * * U	435
Showcase	* * * U	436
Showtime Next	* * * U	437
Showtime Family Zone	* * * U	438
Showtime Women	* * * U	439

C-SPAN 2	B	S	P	U						28
CW - KGCW 13	B	S	P	U					ST	13
Destination America			P	U	TVE	OD				150
Discovery		S	P	U	TVE	OD				147
Discovery En Espanol	*	*	*	*					L	198
Discovery Familia	*	*	*	*					L	199
Discovery Family		S	P	U	TVE	OD				171
Discovery Life		S	P	U	TVE	OD				172
Disney Channel		S	P	U	TVE					75
Disney Junior		S	P	U	TVE					77
Disney XD		S	P	U	TVE					76
Drama Movies On Demand	*	*	*	*						125
E!		S	P	U	TVE					139
EarthxTV		S	P	U	TVE					148
En Espanol On Demand	*	*	*	*						190
ESPN		S	P	U	TVE					33
ESPN 2		S	P	U	TVE					34
ESPN Deportes	*	*	*	*					L	194
ESPN News			P	U	TVE					45
ESPN U			P	U	TVE					44
Events On Demand	*	*	*	*						62
EWTN	B	S	P	U						30
Family/Kids On Demand	*	*	*	*						70
Food Network		S	P	U	TVE					165
FOX - KLJB 18	B	S	P	U					ST	7
FOX Business News		S	P	U	TVE					182
FOX Deportes		S	P	U	TVE					47
FOX Deportes	*	*	*	*					L	195
FOX News Channel		S	P	U	TVE					180
Freeform		S	P	U	TVE					97
FS1 - FOX Sports 1		S	P	U	TVE					42
FS2 - FOX Sports 2			P	U	TVE					43
Fun Roads		S	P	U	TVE	OD				167
FX		S	P	U	TVE	OD				107
FXM - FX Movie Channel		S	P	U	TVE					109
FXX		S	P	U	TVE					108
FYI			P	U	TVE	OD				162
Great American Family		S	P	U						142
Galavision	*	S	P	U					L	192
Golf Channel		S	P	U	TVE					41
Grit	B	S	P	U						89
GSN - Game Show Network			P	U						91

NBC Sports Net Chicago		S	P	U	TVE					38
NBC Sports Net Chicago Alt		S	P	U	TVE					66
NBC Universo	*	*	*	*					L	205
Newsmax		S	P	U	TVE					181
News Nation		S	P	U	TVE					185
NFL Network			P	U	TVE	OD				55
NFL RedZone			*	*	TVE					56
Outdoor Channel		S	P	U						50
Outlaw	B	S	P	U						143
OWN		S	P	U	TVE	OD				131
Oxygen		S	P	U	TVE					132
PBS Create - IA Public TV	B	S	P	U					ST	24
PBS Illinois - WQPT 24	B	S	P	U						14
PBS Iowa - KIIN 12	B	S	P	U					ST	12
PBS Kids - IA Public TV	B	S	P	U					ST	23
PBS World - IA Public TV	B	S	P	U						25
PBS Worldview - WQPT2 IL	B	S	P	U						26
PCTV - Pearl City TV	B	S	P	U					ST	3
POP		S	P	U						101
QVC	B	S	P	U	TVE					10
Rewind	B	S	P	U						100
RFD TV		S	P	U						90
Science Channel		S	P	U	TVE	OD				174
SEC Network			P	U	TVE					48
Sorpresa	*	*	*	*					L	197
StartTV	B	S	P	U						138
Sundance TV			P	U						92
SY FY		S	P	U	TVE					105
TBN - Trinity Broadcasting	B	S	P	U						29
TBS		S	P	U	TVE	OD				104
TCM - Turner Classic Movies			P	U	TVE					93
Telemundo	*	*	*	*	TVE				L	203
TeleN	*	*	*	*					L	201
This TV	B	S	P	U					ST	19
TLC		S	P	U	TVE	OD				170
TNT		S	P	U	TVE	OD				103
Travel Channel		S	P	U	TVE					168
True Crime Network	B	S	P	U						152
truTV		S	P	U	TVE	OD				153
UniMás	*	*	P	U					L	193
Universal Kids		S	P	U	TVE					80
Univision	*	S	P	U					L	191

The Movie Channel	*	*	*	U						440
The Movie Channel Xtra	*	*	*	U						442
FLIX	*	*	*	U						443
STARZ On Demand	*	*	*	U						450
STARZ E	*	*	*	U		TVE	OD			451
STARZ Comedy	*	*	*	U						453
STARZ in Black	*	*	*	U						454
STARZ Kids & Family	*	*	*	U						455
STARZ Cinema	*	*	*	U						456
STARZ Edge	*	*	*	U						457
STARZENCORE E	*	*	*	U		TVE				460
STARZENCORE Family	*	*	*	U						462
STARZENCORE Westerns	*	*	*	U						463
STARZENCORE Suspense	*	*	*	U						464
STARZENCORE Action	*	*	*	U						465
STARZENCORE Black	*	*	*	U						466
STARZENCORE Classic	*	*	*	U						467

STARZ
STARZENCORE

STREAMING NETWORKS IN YOUR SUBSCRIBED TIER INCLUDED!



on PC • Tablet • SmartPhone

Watch your favorite networks and programs LIVE and On Demand on your Smartphone, Tablet, PC, or a video streaming device. Watch TV Everywhere is included with your MPW TV subscription; Select and above. Visit www.wtve.net to sign up now!

ON DEMAND PRESS ON DEMAND TO SEE WHAT'S AVAILABLE TODAY!

ON DEMAND

With the touch of a button, catch new movies, some still in theaters, and all the same day they're released on DVD & BluRay — weeks to months before streaming services. Plus, anytime access to a whole library of programming — entire series, movies, sports and more on your subscribed networks.



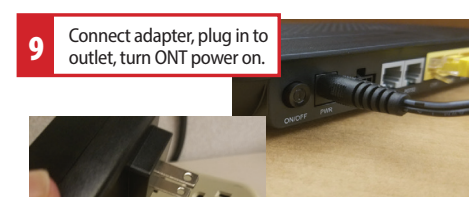
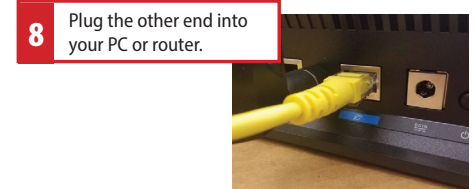
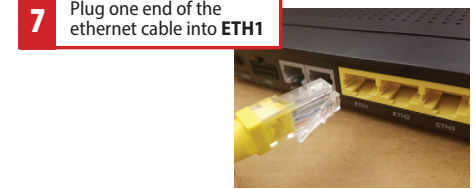
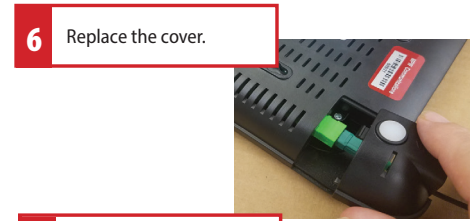
SELF-INSTALL YOUR ONT

(Leave at premises even if you have no services)
 The ONT (optical network terminal) converts fiber's optical light signal so your PC and router can use it.

- 1 Flip your ONT over.
- 2 Slide off this cover in the corner.
- 3 Remove the black cap from the green receptacle.
- 4 Locate the fiber "jumper". Note the ridge on the plug.

DO NOT POINT THE LIGHTED END AT YOURSELF! THIS IS A LASER

RIDGE
- 5 Insert the jumper plug with ridge facing down. Push until it snaps in place.



10 After you complete these steps, call the HelpDesk at **563-263-2631, then press 2**

SET UP YOUR SET-TOP BOX

(Must be returned if you stop services)

Setting up your set-top box (STB) is quick and easy. Just follow these simple steps

- 1 Connect to the TV and plug in the power cord.
- 2 1st time it powers up, you'll see this screen.
- 3 Select **Add New** then press **OK**.

Add New STB

Technician ID	4268
Service Reference	
Trial Group	All Subscribers
Room	Bedroom-1
Connector	HDMI
Wiring Type	Direct Wired Cat5/6
TV Type	16x9
Output Resolution	1080i
Conversion Mode	Fit to Screen
Whole-Home Group	1
Bandwidth Group	1
Exclude Packages	No
Submit	Reset Back

- 4 Enter **4268** here.
- 5 Enter the **Account ID** from your work order.
- 6 Choose based on you setup or preferences.
- 7 If ethernet cable, choose **Direct Wired**. If coaxial cable, choose **MoCA**.
- 8 When finished, scroll to **Submit** and press **OK**.

WIRELESS ROUTER SELF-INSTALLATION

(Must be returned if you stop services)

Installing your MPW Wireless Router is simple. Follow these steps:

1. Choose a location that is centrally located to ensure the best possible coverage from your MPW wireless router.
2. Plug the router into electricity.
3. Plug ethernet cable from Blue Internet Port on router to ETH 1 or GE 1 on the ONT.
4. Connect to the network name using the password provided on the paper that came with router.
5. Adjust the antennas so they are spread apart to maximize coverage area
6. Enjoy!

To ETH 1 port on ONT

To electric outlet

Everybody
knows
One



and *each* one is worth

\$20

fans & friends

REFERRAL REWARDS



Fill out this form or submit online at mpw.org

02/15/24

ENJOY



STINGRAY
MUSIC
EVERYWHERE



THE NEW
MUSIC
MOBILE APP

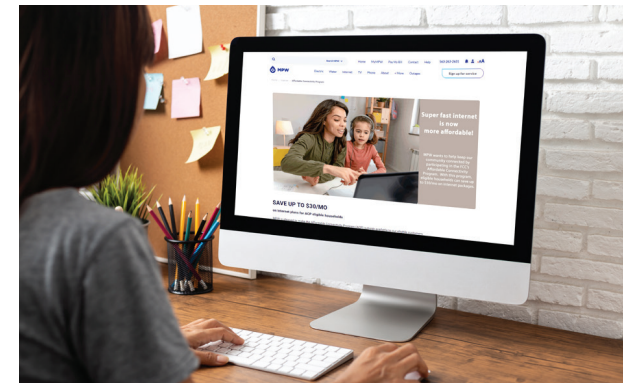
FREE with
your TV subscription



THE ONLY MOBILE MUSIC
APP YOU'LL EVER NEED

All 50 Channels plus "Vibes" channels
are included with your subscription!

Download the app and use your
WatchTVEverywhere
credentials to login.



Super fast internet is now more affordable!

SAVE UP TO \$30/MO
on internet plans for
eligible households
with the
AFFORDABLE
CONNECTIVITY
PROGRAM

MPW wants to help keep our community connected by participating in the FCC's Affordable Connectivity Program. The Affordable Connectivity Program (ACP) was created by Congress to help ensure that households can afford the broadband they need for work, school, healthcare and more. The program helps ensure that internet service is affordable for everyone.

*The ACP is funded by Congress. In the event it is discontinued and you continue to receive service, participants will be charged the undiscounted rate, which would be subject to our general terms and conditions.



Learn if you can qualify by
scanning this code or by calling
MPW Customer Service at
263-2631.



Earn a \$20 Credit!

Tell Your Neighbors About Us and Then Tell Us About Them!

They'll get a great deal on TV, Internet and Phone and MPW WiFi@HOME. You'll earn a \$20 credit on your MPW bill when they subscribe!

FILL OUT & MAIL THIS FORM OR SUBMIT REFERRALS ONLINE AT mpw.org/contact

* indicates required information

Your Name:*

Your MPW Service Address:*

Your email:*

Your phone number:*

Their Name:*

Their MPW Service Address:

Their email:

Their phone number:*

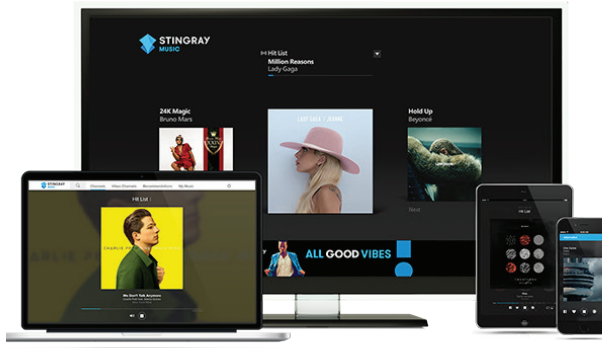
Check only one.

I am referring this person to MPW. (you will receive credit)

I have been referred to MPW by them. (they will receive credit)

For office use only Referral Date

Install Date Completed Date



Stingray Music included with all packages. Number denotes TV channel. Streaming access to these channels plus additional "Vibes" channels anywhere on PC, Tablet & Smartphone with the WTVE/Stingray App. 021524

GENRE	CH	GENRE	CH
Music On Demand	500	Hit Lists	511
Alt Rock Classics	521	Holiday Hits	576
Alternative	520	Hot Country	501
Americana	507	Jammin'	570
Bluegrass	505	Jazz Masters	549
Broadway	545	Jazz Now	551
Chamber Music	540	Jukebox Oldies	517
Christian Pop & Rock	556	Kids' Stuff	574
Classic Masters	541	Maximum Party	510
Classic R 'n' B & Soul	536	No Fences	502
Classic Rock	518	Nothin' but 90's	513
Country Classics	503	Pop Adult	512
Dance Clubbin'	533	Popular Classical	542
Easy Listening	559	Retro Latino	568
Electric Electronic	528	Ritmos Latinos	564
Everything 80's	514	Rock	519
Éxitos del Momento	565	Rock en Espanol	569
Éxitos Tropicales	566	Romance Latino	567
Flashback 70's	515	Smooth Jazz	550
Folk Roots	504	Soul Storm	537
Gospel	555	Swinging Standards	552
Groove Disco & Funk	531	The Blues	548
Heavy Metal	522	The Chill Lounge	561
Hip Hop	525	The Spa	560
Hip-Hop/R&B	526	Y2K	527

Financial Assistance

Sometimes, members in our community can use a helping hand, financially. Through support with local agencies and customer contributions, those struggling to pay their utility bills may be able to get financial assistance. **If you're having difficulty paying your utility bill, call MPW Customer Service right away at (563) 263-2631.** Our customer service representatives are here to work with you to help prevent disruptions to your service.

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/>

- Low-Income Household Water Assistance Program (LIHWAP). Apply through Community Action

<https://www.caeiowa.org/>

- The Affordable Connectivity Program (ACP) - see reverse side for more.

<https://mpw.org/internet/affordable-connectivity-program/>



SCAN FOR COMMUNITY ACTION SITE



SCAN FOR ACP SITE

Project Share

Donate to Area Neighbors In Need

MPW customers can help area neighbors in need by contributing to Project Share - a voluntary, tax deductible energy assistance program that helps community members in Muscatine, with a financial need, pay their winter utility bills. Consider supporting community members in need this winter. It's a simple way to share some warmth with those who need it!



Donating is easy:

- add a contribution to your monthly utility bill or,
- scan the QR code to make a donation directly to Project Share