

MPW NEWS

VOLUME 2021 • ISSUE 2

New State Assistance Program

Governor Kim Reynolds announced the opening of another program that provides eligible households funds towards electric, natural gas, and water bills to help offset the financial challenges households are facing due to the pandemic.

The Iowa Rent and Utility Assistance Program application process is open.

MPW encourages you to visit their website, review the information, and take the eligibility pre-check.

MPW customers who qualified for a similar program last fall benefited immensely.

This program is not just for utility assistance — if you are a renter and struggling with bills, this program may help.

Visit the website and complete a pre-check today.

Scan this QR code with your phone camera to be taken to the site.



<https://www.iowafinance.com/iowa-rent-and-utility-assistance-program/>



IOWA FINANCE
AUTHORITY

POWERING THE FUTURE

For decades, MPW has provided reliable energy to power our community's growth and prosperity. We are as committed today as we were nearly 100 years ago to meeting the needs and expectations of our customers.

Our record of dedicated service extends beyond providing essential services. It is also reflected in the responsible and respectful treatment of our local natural resources. As we look to our future, MPW's promise to customers continues to be **reliable, cost-effective** and **environmentally responsible** services for the direct benefit of our community.

Our new "Power the Future" Strategy is shown below. MPW is actively developing an RFP to add 30 megawatts of solar capacity in Muscatine, engaging with Stanley Consultants in the evaluation and economics of a new gas-fired CHP resource, and planning the retirement of Units 7, 8 and 8A (Plant 1) in 2023. The addition of renewable and gas-fired generating resources would allow us to reliably meet local energy needs, plan for the retirement of our remaining coal-fired generating unit (Unit 9) by the end of the decade, and meet our bold carbon emission reduction goals (top-right).

These initiatives are not the easy path, but MPW is committed to evolving our energy production portfolio for future generations. To learn more, visit mpw.org/powering-the-future and join our virtual public meeting (see page 4).

"MPW's goals are to **reduce** carbon emissions associated with local electric generation by at least **25% by 2024** and **65% by 2030** through the expansion of renewable energy sources and the transition from coal to natural gas generation."

STRATEGY 4



Evolve our power supply to maintain reliability, reduce environmental impact, optimize cost and risk, and meet customers' evolving needs.

- Objective 4.1:** Expand renewable portfolio
- Objective 4.2:** Investigate replacement local resource
- Objective 4.3:** Reduce environmental impact
- Objective 4.4:** Transition Reliably and Safely



Keep everyone connected

As you begin lawn mowing and other yard work this year, please do your part to help avoid fiber, power, water and gas line cuts.

1. **Call before you dig!** Call 811 or visit www.iowaonecall.com. A damaged utility or fiber line will impact your service and possibly your neighbors' services.

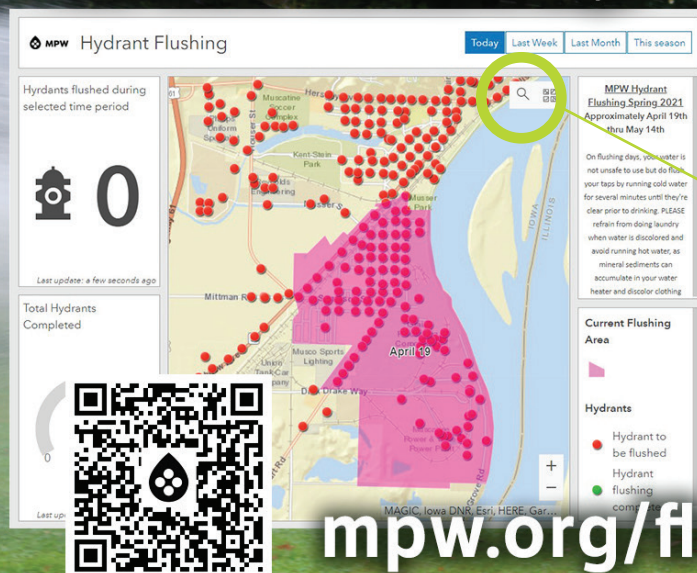
2. **Look before you mow!** If you see there is a fiber line lying on the surface in your yard, please coil the line up and out of the way of lawnmowers and weed eaters.

FTTH Crews will sweep the entire community this year removing old Legacy equipment from the field and correcting field conditions, such as open pedestals or fiber lines that need tucked safely away.

So, **Call Before You Dig** and **Look Before You Mow**. A little extra precaution can save you and your neighbors an avoidable loss of service. Thank you.



New online interactive map!



SPRING FLUSHING APRIL 19 - MAY 14

CLICK THE MAGNIFYING GLASS ICON ON THE MAP TO SEARCH YOUR ADDRESS AND HYDRANTS IN YOUR AREA.

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.

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

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



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

TARGET ACQUIRED

Did you know?

A squirrel has a 5 foot horizontal jumping span?



It seems that squirrels have found our fiber lines to be great for keeping their teeth worn down — and since they can "fly" a little, some are jumping from branches to gnaw through the lines.

Not to be outwitted, we've enlisted our power line tree trimming crew to maintain clearance between fiber lines and branches as well as electric lines.

Now, both power lines and fiber lines will get double protection — from wind damage and from our furry friends.

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.

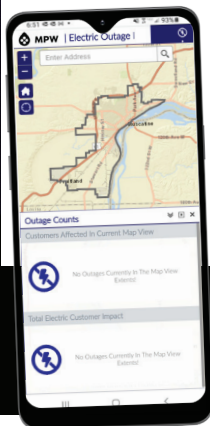
An HVAC technician will perform no less than a 15 point checkup. See the inspection form at mpw.org/accheckup or snap the QR code below.



Ready for stormy weather

Spring and summer storms are sure to come and MPW is always ready when weather threatens the reliability of your utility services. We now have new tools for detecting electrical and communications outages and can dispatch lineworkers and technicians more quickly. As reported previously, 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.

When a weather event happens, your MPW Customer Service Team joins members of System Control to manage customer inquiries and organize response and repairs. Around the clock, no matter what time 24/7/365, we respond. Restoring service as quickly and safely as possible is as important to us as it is to you. Regular updates will be posted to our Facebook page, so be sure to like and follow. An alert banner, with further instructions will also be at the top of our home page at mpw.org.



ELECTRIC OUTAGE MAP – CHECK FIRST BEFORE YOU CALL!

Snap the QR code below for 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.



mpw.org/outage

OR SNAP THE QR CODE

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

HelpDesk Heroes



Rosa



Mitch



Jake

TEAMWORK EDITION

"I spoke with Rosa and Mitch about Internet issues on Saturday and they ended up sending tech Jake out to diagnose the issue. I wanted to thank each and every person I spoke to for the great customer service. It was a great experience — M.A.

NEED HELP? WE LOVE TO HELP!

mpw.org/helpdesk



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

New Federal Internet Assistance Program

What is it? The Emergency Broadband Benefit Program (EBBP) is a temporary emergency federal government benefit program operated by the Federal Communications Commission (FCC) to assist customers in the purchase of Internet access. MPW is an authorized internet service provider (ISP) for the program.

Who can participate? A household is eligible if one member of the household has at least one of the following qualifications:

- Qualifies for the Lifeline program, including those who are on Medicaid or receive SNAP benefits.
- Receives benefits under the free and reduced school breakfast or lunch program, including through the USDA Community Eligibility Provision, or did so in the 2019-2020 school year.
- Experienced a substantial loss of income since February 29, 2020, and the household had a total income in 2020 below \$99,000 for single filers and \$198,000 for joint filers.
- Received a federal Pell Grant in the current year

What are the benefits? The EBBP will provide a discount up to \$50 per month for broadband services for eligible consumers.

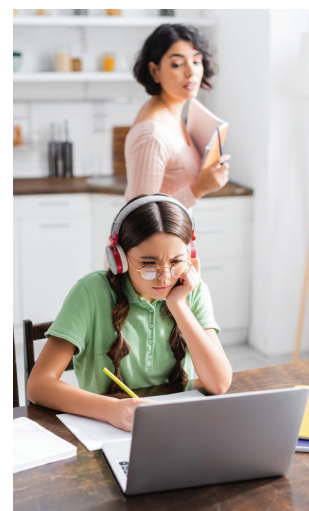
What else should I know? The Emergency Broadband Benefit is non-transferable and is limited to one discount per household.

Upon the program's conclusion, subscribers will be subject to regular rates, terms and conditions.

How do I sign up?

The program is expected to roll out at the end of April. The FCC and USAC have set up a website for information and applications. If unavailable at first, check back at:

<https://getemergencybroadband.org/>



MPW's **EV Riders** Pre-Earth Day Reunion



It shouldn't surprise you that some of the earliest adopters of Electric Vehicle (EV) technology have been people closely associated with MPW. The more you know about EVs, the more likely you are to turn in your gas card, and we invite you to learn more at mpw.org/EV1. Among our EV Riders pictured are (L-R) Bill A., Trustee, Keith Porter, David Y., Energy Services Advisor, Paul Burbach, retired GM, Sal LoBianco and current GM, Gage Huston. MPW EV owners not pictured include John M. and Josh F.

EARN UP TO A **\$1500** REBATE



IF YOU BUY AN **ELECTRIC VEHICLE!** Details at mpw.org/special-offers

Celebrate Great Water

Our water from the Muscatine Island Aquifer is among the best in the world and each year, MPW joins other American water providers in spotlighting MPW Water's low cost and great taste.

National Drinking Water Week is May 2-8. Learn more about the health benefits of drinking more at DrinkTap.org.

Let's raise a glass and drink to your health.



MUSCATINE
H₂O
ROCKS

mpw.org/water



2020 Annual Report now available

Visit mpw.org/annualreport for a detailed look at the previous year. Printed copies are available at our offices.

Saving water saves energy

Did you know you can save up to eight gallons of water a day just by shutting off the faucet when brushing your teeth?

About 90% of the energy your washing machine uses goes towards heating the water. To save energy, wash your laundry on the cold water setting for at least one load a week. Plus, cold water may even be better for your clothes — it can remove many stains from clothing, while hot water tends to shrink, fade, or wrinkle certain fabrics.

Repair leaky toilets. Add 12 drops of food coloring into the tank, and if color appears in the bowl one hour later, your toilet is leaking.



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 crews who are often the most critical first responders during storms and other catastrophic events, working to make the scene safe for other public safety heroes. Always there. Always prepared.

#thankalineman



CUSTOMER FORUM FOR POWERING THE FUTURE • MAY 19, 2021 • 4 PM

VIRTUAL MEETING - See <https://www.mpw.org/utilities/powering-the-future/> for details.



Address: 3205 Cedar St. • Muscatine, IA 52761 **Visit our website:** www.mpw.org
Business Hours: 8:00 AM – 5:00 PM, Mon - Fri. **HelpDesk:** 6:00 AM – 12:00 Midnight, 7 days a week.
Utility Emergencies: 263-2631, opt 0 (Phones answered 24/7) • **HelpDesk:** 263-2631, opt 2 ((6:00 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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