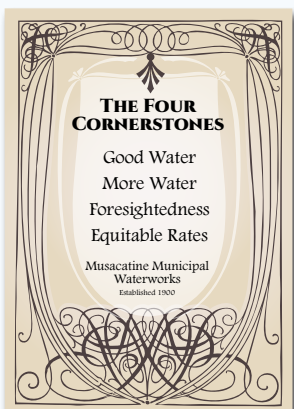


VOLUME 2019 • ISSUE 3

# NEWSPWS



## Pure Water

OUR RESPONSIBILITY SINCE 1900

119 years ago, the first Muscatine Municipal Waterworks Board adopted the **Four Cornerstones** above, but to us, they're more than history — they're our daily marching orders.



Each year, in concert with the Iowa DNR, we collect water quality data and report it to the agency and the public in our annual Consumer Confidence Report. View it at:

[mpw.org/water-ccr](http://mpw.org/water-ccr)

PRINTED COPIES ALSO AVAILABLE IN OUR LOBBY.

## MyMPW Customer Portal

**MyMPW**, a one-stop webpage for customers to interact with the Utility electronically has been launched by Muscatine Power and Water. The new online customer gateway, is designed to enhance the MP&W customer experience. The most commonly accessed website links, interactions and transactions were identified and moved to the MyMPW page.

Among the features are a variety of tools including a new **"How Do I"** section, an internet speed test, a Google search bar, MachLink email access, outage reporting, and meter readings. Customers can also email the HelpDesk from the MyMPW page with any questions or concerns.

"Muscatine Power and Water customers expect to have a positive experience no matter how they interact with the Utility," said Gage Huston, General Manager. "Our goal is to deliver on that expectation and make doing business with MP&W uncomplicated."

Additionally, customers are alerted to events such as Fiber Fun Night and upcoming maintenance windows and can access the latest MP&W news releases.

Visit the MyMPW page today at:

[www.mpw.org/mympw](http://www.mpw.org/mympw)



## MP&W's 2018 Annual Report now available

Visit [mpw.org/annualreport](http://mpw.org/annualreport) for a detailed look at the previous year. Printed copies are available at our offices.

## MAINTENANCE WINDOWS

# What Are They?

You may have received notice about a **"maintenance window"** impacting your TV or Internet service. The "window" is the period of time that we expect to perform the "maintenance". During these windows, enhancements and upgrades are made to ensure MP&W Communications customers are provided with the optimum experience.

Maintenance windows are performed overnight to minimize interruptions. Although the maintenance windows may be an inconvenience, they are necessary and are a sure sign MP&W is making progress in the Fiber to the Home project and keeping its equipment and infrastructure updated to provide the most reliable service we can.

To receive notices about upcoming maintenance windows, please provide your email address by calling the HelpDesk at (563) 263-2631, option 2, or send us a message by visiting the [MyMPW page](http://www.mpw.org/MyMPW) at [www.mpw.org/MyMPW](http://www.mpw.org/MyMPW).



**Ben**  
Local HelpDesk Pro

## HelpDesk Heroes [mpw.org/helpdesk](http://mpw.org/helpdesk)

*"Marvelous assistance... this man is a keeper!"*

— Judith

**NEED HELP? WE LOVE TO HELP! CALL 263-2631 • Option 2**



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



## *From the Desk of* **Gage Huston, General Manager**

Hello! My name is Gage Huston and I have the profound privilege of serving as Muscatine Power & Water's new General Manager.

I am truly grateful to have the opportunity to serve this great organization and its employees. MP&W

has a very long and proud tradition of serving the Muscatine community, dating back nearly 120 years. I am honored to be a part of that tradition and I will do everything I can to maintain the strong reputation MP&W has of being your reliable neighbor.

Let me tell you just a little bit about myself. My career started at MP&W in 2003, when I came onboard to serve as an electrical engineer at our power production facility. Over my 16 years with the

Utility, I have served in several roles, with my most recent position being the Director of Power Production and Supply. I have been able to experience firsthand the solid foundation that Sal LoBianco built during his 10 years as this Utility's General Manager.

My hope is to continue to expand on this foundation. This Utility and our customer/owners owe Sal a debt of gratitude for his nearly 40 years of intensely dedicated service to the community.

Because I believe in making Muscatine a great place to live, work and play, I have volunteered my time to some great organizations such as Big Brothers/Big Sisters, Muscatine Charities, the Muscatine Community Y, the United Way, and American Red Cross to name a few. My wife, Sara and I are proud to be a part of this community and we enjoy serving with other great community members in giving back. The remainder of my free time is spent

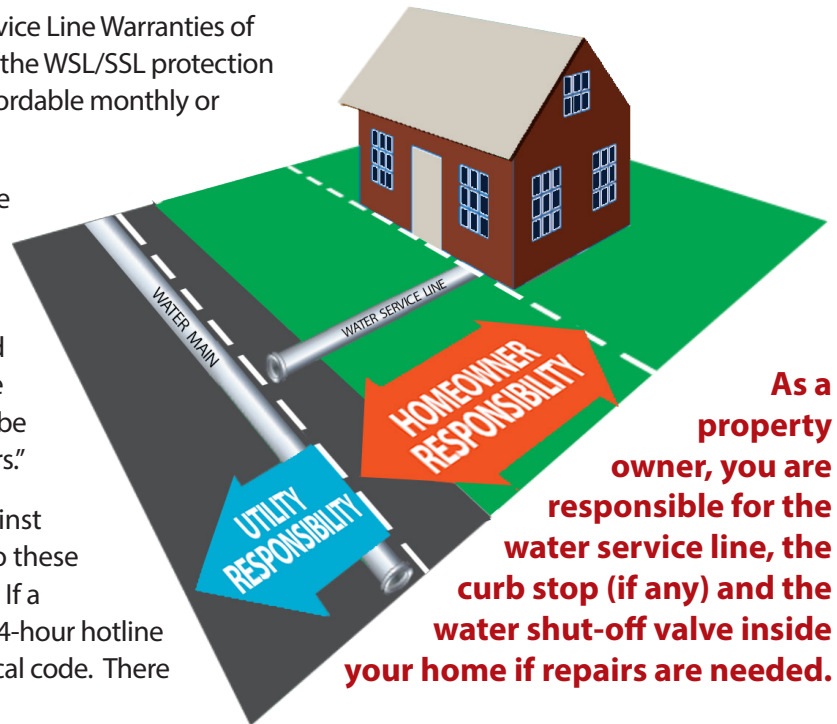
# Service Line Protection Available for MP&W Homeowners

Muscatine Power and Water has partnered with the Service Line Warranties of America (SLWA) to offer protection for homeowners for the WSL/SSL protection program. The coverage is voluntary and available at affordable monthly or annual rates.

"Many homeowners do not know damage to the service lines on their property is their responsibility to repair," said Erika Cox, Employee and Community Relations Director. "In the event of a service line emergency, the homeowner is responsible for scheduling the repair and covering the associated cost. SLWA repair plans provide homeowners with peace of mind solutions so they can be better prepared in the event of these unexpected repairs."

The SLWA Service Line Warranty Program protects against damage to pipes on homeowners' property. Repairs to these pipes may not be covered by homeowners' insurance. If a customer's line needs repair, a simple call to the SLWA 24-hour hotline will dispatch a local, licensed contractor familiar with local code. There are no service fees or deductibles.

"We are proud to partner with a recognized, trusted source of utility line plans to provide this offering to our customers," said Cox.



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



**1-800-292-8989**  
[www.iowaonecall.com](http://www.iowaonecall.com)



**CALL BEFORE YOU DIG**

At least 48 hours before digging, both property owners and contractors are required to contact Iowa One Call to log your digging project.

**REMEMBER: You are responsible for locating privately buried underground facilities on your property**

enjoying our two lovely daughters – Stella (5 years old) and Sloane (4 months old).

This is truly an exciting time for the Utility due to the significant projects currently underway – including bringing state-of-the-art fiber Internet, TV, and phone services to the community, investing in water system infrastructure upgrades, and investing millions in community betterment projects in partnership with the City. While these projects pose some significant challenges, I am very confident in the talented group of employees we have at MP&W.

I have always been extremely proud to say that I work at MP&W. Our employees are talented and dedicated individuals that are true experts at what they do. With them on my side, I know we will be successful during this next chapter in MP&W's history. Our commitment to serve the community has never been stronger. Together, we will forge ahead to make Muscatine Power and Water the best utility in Iowa.

What does it take to become the best?

- Teamwork across all departments of the Utility
- Accountability in all we commit to do, whether it's with a customer or colleague
- Pride in our work and pride to be a part of this great organization
- Excellence. In each project, in each task, executing the best we can

When these standards are a normal part of the culture, becoming the best is attainable.

My promise to you, our customer/owners, is that each MP&W staff member, including myself, will deliver our best efforts every day to serve you. I look forward to what the future has to hold for MP&W. Thank you for your continued support!





*Summer is the prime season*

# Power Watches & Power Warnings

## KNOW THE DIFFERENCE

The North American Electric Reliability Council (NERC) requires electric utilities to warn customers in the event of potential or actual electrical supply emergencies. While we hope that the condition never arises, we want you to be aware of the potential, so that you can respond in the event of an emergency.

**A Power Watch** is a condition where the potential exists for electric energy demand to exceed electric energy supply. If a Power Watch is issued, MP&W will ask residential, commercial, and industrial customers to voluntarily cut back on electric

energy usage by turning off or cutting back the usage of electrical energy-intensive appliances, such as air conditioners, electric ranges, and electric dryers.

**A Power Warning** is an urgent and mandatory call to customers to reduce energy usage because, at the time the warning is issued, the electric energy demand is actually exceeding electric energy supply. If a Power Warning is issued, MP&W customers must immediately take action to curtail electricity usage except for essential needs.

Muscatine Power and Water

# ENERGY

# Sm@rts

HELPFUL TIPS FOR USING ENERGY WISELY

### Block out the sun.

It can be beautiful when the sun beams through your windows, but it'll cost you. Keeping the shades or blinds drawn on sun-facing windows is essential to keeping your home cool. Some window treatments work better than others, like reflective shades, blackout drapes and honeycomb blinds.

### Use ceiling and pedestal fans.

Fans allow you to raise your thermostat up to four degrees without any reduction in comfort, according to the Department of Energy. Just make sure your ceiling

fans are turning counterclockwise for summer and that you don't leave fans running in empty rooms. Fans don't cool air — just people!

### Upgrade to a smart thermostat.

The latest thermostats can be controlled from anywhere with the tap of a smartphone, making it easy to warm things up a few degrees when you're away from home. Many smart thermostats can even learn your heating and cooling habits and anticipate your home comfort needs to save you money.

Learn more at [mpw.org/energy-smarts](http://mpw.org/energy-smarts)

## 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](http://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 MP&W. If you feel your complaint was not adequately resolved by a representative of MP&W, 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.



**Muscatine Power and Water**

3205 Cedar St. • Muscatine, IA 52761 Visit our websites: [www.mpw.org](http://www.mpw.org) and [www.machlink.com](http://www.machlink.com)

Business Hours: 8:00 AM – 5:00 PM, Mon - Fri. HelpDesk: 6:00 AM – 12:00 Midnight, 7 days a week.

Contact Numbers: **Utility Emergencies:** 263-2631, opt 0 • **Pay by Phone**, opt 1 • **HelpDesk** 263-2631, opt 2

**Customer Services** 263-2631, opt 3 • **Phones answered 24/7 • 24-hour payment drop box**



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**FOLLOW US!** [https://twitter.com/mpw\\_tweets](https://twitter.com/mpw_tweets)