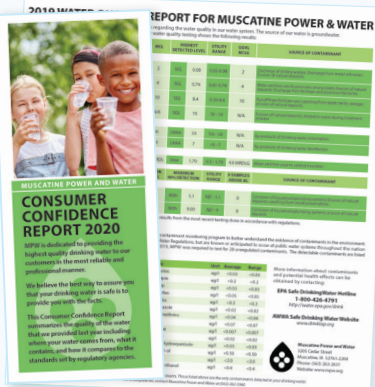


Great Water from Generation to Generation



For 120 years, MPW has been your community-owned municipal water works; supplying billions of gallons of pure, great tasting water to the people of Muscatine. That's a lot of water through the pipes!

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

PRINTED COPIES ALSO AVAILABLE IN OUR LOBBY.



VOLUME 2020 • ISSUE 3

NEWS

MPW's First Electric Vehicle Hits The Road

With a goal to educate the public on the value and advantages of electric vehicles (EVs), MPW has purchased its first all-electric vehicle, nicknamed EV-1.

The bright green Chevrolet Bolt has begun making its rounds in Muscatine and Fruitland and customers are encouraged to look it over when stopped in their neighborhoods. Events and social media interactions are also planned to introduce "Evie" to our neighbors.

"It'll be pretty hard to miss," said Paul Burback Energy Services Advisor. "We've put a flashy green graphic skin on it and one of our meter readers, David, will be using it on his rounds nearly every day. While he still has a job to do, he will take the time to engage with people when stopped in safe locations."

For in-depth information about our Chevy Bolt and electric vehicles in general, Burback is available by phone at (563) 262-3423 or by email energyservices@mpw.org. Additionally, you'll find detailed information online at mpw.org/EV1. MPW is happy to help customers learn about EVs, their advantages, costs and impact.

"EV technology has come a long way," said Burback, "and with MPW's low residential electric rate, an electric vehicle makes a lot of sense. Gas prices continue to fluctuate, but the average MPW customer who drives

Meet Evie



15,000 miles per year can expect to pay just \$350-\$400 per year in electricity to charge it. MPW will also be rolling out a local incentive program later this summer to help customers reduce the cost of going electric."



EV ownership is growing locally and MPW will be installing a publicly available EV charging station at 3205 Cedar Street this summer. HNI Corporation recently announced that charging stations at their HNI Headquarters and Allsteel Headquarters locations will be available to the public outside of normal business hours. Those stations can charge up to 8 vehicles simultaneously.

For travelers interested in charging access, there's an app for that! The Department of Energy's website lists locations throughout the United States at: <https://afdc.energy.gov/stations/#/corridors>.



Earn Renewable Energy Certificates (RECs) and cover your power consumption with energy from renewable sources.

SAME PROGRAM. NEW NAME.

learn more and calculate your choice at:

mpw.org/ChooseGreen

Award-winning Reliability

Muscatine Power and Water (MPW) has earned another Diamond Level Reliable Public Power Provider (RP3®) designation from the American Public Power Association (APPA).



The RP3 designation, which lasts for three years, recognizes public power utilities that demonstrate excellence in four key disciplines: reliability, safety, workforce development, and system improvement. This is MPW's third Diamond level award.

"Receiving an RP3 designation is a great honor and demonstrates Muscatine Power and Water's commitment to implementing industry best practices in utility operations," said Tracy McGinnis, MPW Board of Trustees Chair. "MPW, like other RP3 utilities, are consistently looking to improve our workforce, system reliability, and safety to serve our communities better."

For MPW, reliability is important in all three utilities. While APPA's RP3 program specifically recognizes proficiency in public power, we use the same principles across the board, practicing a utility-wide commitment to safe and reliable delivery of all services and system improvements, along with responsive customer service and relentless cost-containment for the benefit of our customer-owners.



"This is a great honor," said MPW General Manager, Gage Huston. "We take a lot of pride in the work we do to power our community. It's nice to be recognized as among the 'best of the best' on a national level."

Criteria include sound business practices and a utility-wide commitment to safe and reliable delivery of electricity.

MPW joins more than 275 public power utilities nationwide that

hold the RP3 designation. Diamond level is the highest possible designation, with the most stringent qualification process. In the 15 years APPA has offered the RP3 designation, MPW has received Platinum level designations, and in the last three applications, three Diamond level designations.

APPA is the voice of not-for-profit, community-owned utilities that power 49 million people in 2,000 towns and cities nationwide. The Association advocates and advises on electricity policy, technology, trends, training, and operations.

eReliability Tracker: BENCHMARKING THE BEST

In addition to the RP3 designation, MPW has also been recognized in the APPA's 2019 release of the **eReliability Tracker Annual Benchmarking Report**. MPW shined in several key categories as compared to both public and private electric utilities nationwide.

The report is based on data from APPA members who track power outage and restoration data through its eReliability Tracker service. Statistics are then compared to national figures tracked by the U.S. Energy Information Administration (EIA) for all types of electric utilities.

"Frankly, it's another feather in our cap," said Gage Huston, MPW General Manager. "You bet we're proud of the recognition, but the real pride comes from knowing that our community has hundreds of people working hard, day in and day out, to ensure our customers have the power they need, when they need it."

Huston added that field crews, system operations, and system design staff all play key roles in delivering the exceptional numbers every day, "The eReliability tracker just keeps the count, it's the people doing the work that achieve these impressive reliability statistics."

Every year, APPA recognizes certain utilities that subscribe to the eReliability Tracker for excellence in reliability. To receive a certificate, the utility must be in the first quartile of utilities for System Average Interruption Duration Index (SAIDI) based on the EIA data. Just 143 of more than 2000 public power utilities received a Certificate of Excellence in Reliability based on their excellent 2019 reliability records.



MPW 32.38 MIN.

MPW LEADS IN RELIABILITY

*In 2019, MPW's System Average Interruption Duration Index (SAIDI) of **32.38 minutes** for customers was **3.6x better** than the average of all reporting US electric utilities (116.73 minutes).*



USA AVERAGE 116.73 MIN.

Coming back after COVID-19

It's been a challenging Spring for everyone and as Summer begins, MPW is returning to normal operations with some modifications to how we approach work and interact with customers and visitors. We're taking extra precautions and have implemented new guidelines to ensure the health and safety of all the folks we come into contact with, both internally and externally.

Here are some of the changes to how we're doing business:

- The lobby re-opened June 22 with limited capacity for customers and visitors. To support Muscatine's low rate of new COVID cases and reduce the chance for a relapse, we encourage customers to use our proven **no-contact** and **low-contact** customer service methods:
 - **Online:** Customer Service mpw.org/contact-us, or HelpDesk mpw.org/helpdesk
 - **Pay by phone:** 563-263-2631, option 1
 - Make payments at the 24-hour drop box
 - At the drive-thru, 8-5, M-F

KEEPING OUR EMPLOYEES & COMMUNITY SAFE



Once our new lobby capacity is reached, customer and visitors may wait outside for the next opening inside the lobby. We have installed sneeze guards and our staff will be wearing face coverings. We ask customers and visitors to also wear a face covering inside our building and limit the number of people for your transaction. We will have hand sanitizer available and are increasing the cleaning of commonly touched surfaces.

MPW CARES ABOUT YOUR HEALTH AND SAFETY

For everyone's protection, when our technician arrives:

- He or she will wear a face covering. You are encouraged to do so as well. Please maintain 6 foot separation.
- We will perform hand sanitizing before and after entry.
- Gloves will be worn inside your home.
- We will maintain 6 foot separation.
- The technician will ask you the standard CDC travel and sickness questions.
- Technicians are empowered to stop work if they observe problems or a potentially sick customer.

And, please, if you are ill, have a cough or fever - please stay home and use a no-contact method. We'll do the same.

In-home communications and fiber appointments will begin in July. Self-installs will continue to be an option for pre-wired homes. Customer success installing their own equipment has been very exciting and offers much more flexibility for customers. *(Note: first-time fiber installs WILL require a technician and in-home appointment.)*

For in-home appointments, we want you and our technicians to stay safe and healthy so we will observe the precautions listed in the red box at left.

For more information and regular updates, visit mpw.org/covid19alerts.



Summer is the prime season

Power Watches & Power Warnings

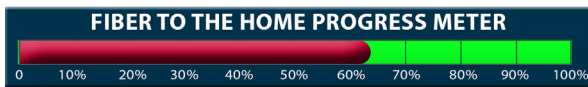
KNOW THE DIFFERENCE

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, MPW 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.

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, MPW customers must immediately take action to curtail electricity usage except for essential needs.

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.

Fiber Project set for strong finish!



While COVID-19 slowed things a bit, MPW's Fiber to the Home project is in the home stretch!

We finished 2019 construction strong and first quarter installs took us to 63% of homes and businesses converted before the Coronavirus shut things down.

MPW and contractor teams also used the Winter months to refine construction processes for Spring efficiency gains. Construction crews returned in May and are making progress on both mainline fiber and fiber drops. In-home fiber installations resumed in June and will continue to ramp up.

When your neighborhood is scheduled for construction work, you'll be contacted by MPW. You should also watch your front door for special tags requesting your assistance with locating private underground service lines or reminding you to contact us to schedule appointments.

If you ever wondered why we're investing in this system-wide upgrade, during Coronavirus work and school at home period, we added over 200 new internet customers, upgraded hundreds more to higher speeds, added a 4th path to increase system bandwidth, and our system handled it remarkably! Very proud of our system admin and field techs supporting Communications customers! We're anxious to get remaining Legacy customers over to fiber!

MPW.org/fiber has detailed information on current and upcoming work. Watch [Facebook](#) for updates.

MPW 5K Run/Walk - August 1

Join us in supporting Muscatine's Humane Society in MPW's annual 5K Run/Walk. Your four-legged friend is welcome to join us and don't forget to stick around for finishers medals and more fun. Register online and sign the waiver.



SATURDAY, AUGUST 1 • 8:00 AM

PART OF THE MUSCATINE RUNNING CLUB GRAND PRIX

ENTRY FEE: Good Will Donation (Cash or Pet Supplies)

T-Shirts to everyone registered by July 20th!

STARTS AND ENDS AT MPW HOUSER STREET ENTRANCE.
BEAUTIFUL COURSE ON TRAILS THROUGH DISCOVERY PARK



SCAN THIS QR CODE FOR THE OFFICIAL ONLINE ENTRY
or visit <https://signup.com/go/yAkCYeQ>



Mitchell
Local HelpDesk Pro

HelpDesk Heroes

mpw.org/helpdesk

...very impressed with patience and thoroughness shown in walking me through Mail Cleaner set up. I wanted to pass along to his supervisor that he did a great job."

— W.A.

OPEN 7 DAYS/6AM -MIDNIGHT • 263-2631 • Opt. 2

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 MP&W. 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 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.



3205 Cedar St. • Muscatine, IA 52761 Visit our websites: www.mpw.org and 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:** 263-2631, 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