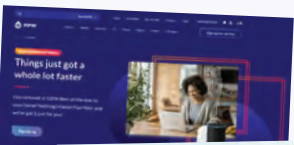


Our New Online Home

MPW is thrilled to present our new and improved website!

The new **mpw.org** launched in June. It's easy on the eyes with a fresh, new, modern layout.



As we had hoped, our customers are already reporting a more enjoyable experience navigating the site, on both desktop and mobile.

Information has been updated throughout and common tasks like online bill pay and meter reading are easier than ever!

In everything we do, we're always looking for opportunities to serve you better and continuously improve the ways we communicate.

Snap the QR code or visit: www.mpw.org



Musco and MPW team up to light the night, again.

Quickly becoming the midwest's "city of lights", Muscatine was recently granted a bright new addition to our unique community lighting attractions.

A small group of community and business leaders gathered June 22, to witness the inaugural lighting of the MPW water tower.

This was a capstone of a collection of ideas brought together by Musco Lighting and partner, Muscatine Power and Water. Following remarks by MPW General Manager Gage Huston and Musco General Manager Brett Nelson, Mayor Diana Broderson stepped up to a giant light switch.

"It's just so evident to see how projects like this can come together when we all work together as partners," said Broderson, "And this project has such a special place in all of our hearts because it was a whole community-wide event — not just the big organizations, but the actual people."

"It's just so evident to see how projects like this can come together when we all work together as partners."

— Mayor Diana Broderson



Snap the QR code to view a short video of the inaugural lighting or visit <https://youtu.be/KbCew-m8CvQ>



colors that change throughout the night.

This project came about when Musco Lighting approached MPW with the idea sometime after the community won new water tower graphics in the State of Iowa's "It's in the Water" contest in 2019. Musco and MPW teams worked together to plan and execute the final installation. The harmonized efforts of both companies will be appreciated for years to come as we admire this brilliant, unique water tower.

With a flip of that switch, the Mayor unveiled the new lighting at dusk. The newly refurbished water tower was made even more unique when sequences of LED lights illuminated it in the night sky for community members and visitors from near and far to admire. The water tower light sequence contains an array of bright

The end result of this project adds the tower to the list of Muscatine icons. The joint collaboration between Musco Lighting, MPW, GMCCI and Geneva Golf & Country Club was a glowing success and the organizers send out a big thank you to everyone who helped make this happen.

#collaboratemuscatine

Powering the Future:

Moving forward with solar interconnection study

As part of our balanced approach to transition our local power production over the coming decade, MPW is committing nearly \$400,000 to start the study process to interconnect a new solar development with the larger electrical grid. The Board of Trustees approved the move at their June meeting.

"It is important to note that we still need customer support to make this project come together," said General Manager Gage Huston. "Very soon, we'll be reaching out to customers

to gauge support for a new program that would allow customers to secure renewable energy commitments by covering the direct cost premiums associated with this project."

The addition of large-scale solar in Muscatine and constructing a new natural gas-fired Combined Heat and Power(CHP) unit will position MPW to reliably transition from our coal-fired generating units, keep your lights on, and not double electric rates.

MPW's balanced approach is based on four key components: **Reliability, Affordability, Flexibility** and **Sustainability**. Prioritizing one single element above all others can cause significant compromises in the other elements. For example, while MPW agrees that sustainability must play a role in MPW's power supply plans, it cannot cause a significant risk to the other factors, such as Reliability and Affordability.

- Reliability
- Affordability
- Flexibility
- Sustainability

MPW's proposed plan "checks all the boxes" in these categories while delivering a 65% reduction in CO₂ emissions by the end of the decade.

Learn more about our Reliable, Affordable Flexible, Sustainable plan at:

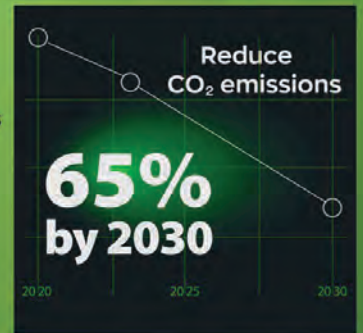
<https://mpw.org/electric/powering-the-future/>



Strategy for a Cleaner Future

Several Objectives have been identified as part of the Power the Future strategy, including:

- Investigating development of a 30 MW local, solar farm
- Tracking customer interest in renewable energy offerings
- Investigating replacement local resources
- Reducing carbon emissions from local generation by at least 25% by 2024 and at least 65% by 2030
- Keeping existing assets running reliably and safely throughout the transition
 - Our local power plant staff remain extremely valuable!



In everything we do, we're making *Muscatine* the best place to live, play, work, and stay.



Calls we love to get

CUSTOMER SERVICE IS NOT JUST SOMETHING WE SAY, IT'S A WAY OF LIFE

A customer called after just having her fiber installed. She wanted to give a shout out to Baylee who was the installation tech. "He did an awesome job and was very helpful! He helped me get all of my devices connected to the WiFi and helped me with my TV. He was a very pleasant guy.

— Mrs. Steven M.



Baylee

Protecting your drinking water

Backflow Prevention: It's the law!

In a water system, a "cross-connection" is any point where contaminants can "backflow" from the customer's point of use into the public water supply.

According to state law, an approved **reduced pressure zone backflow prevention assembly** must be installed on any boiler, swimming pool, in-ground irrigation system, or yard hydrant that has a permanent connection to the home's water piping system. Contamination can occur through these cross-connections. The risk is serious and can cause illness and even death.

Cities with 15,000 or more residents are required to enact a backflow prevention program to protect the community's tap water from accidental contamination. MPW's policy lays out standards for installation and annual inspections by a certified technician.

Clean, safe drinking water is everyone's responsibility. Learn more about backflow protection and whether you need it. Call 563-263-2631, snap the QR code, or visit <https://mpw.org/water/backflow-prevention/>



MPW-required RP Style Backflow Assembly

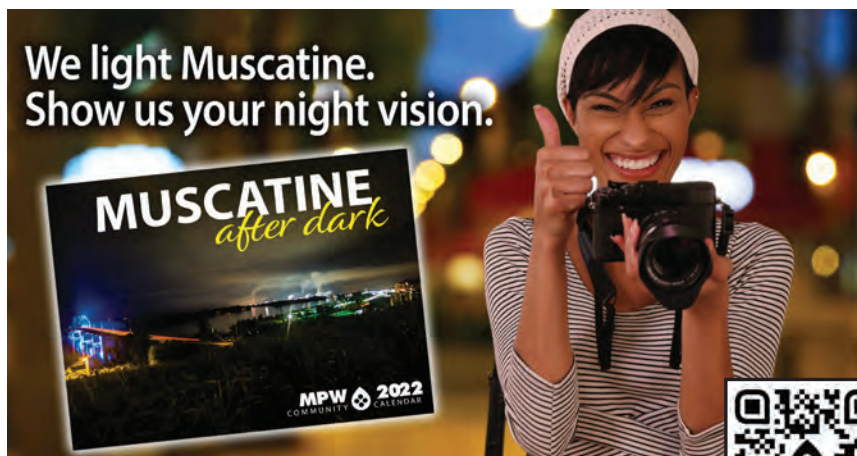


Calling all photographers!

2022 will mark the **100th anniversary** of the Electric Utility. We're so proud to have been "lighting" the community for nearly a century that we're dedicating next year's MPW Community Calendar to **Muscatine After Dark**.

As with past calendars, we're asking you to share your unique views of the community under the lights. We'll select the 13 best (a cover photo and one for each month) from all submitted images. Deadline to submit photos is September 15th. Visit mpw.org/photos for rules, image specifications, and night time photography tips.

We light Muscatine.
Show us your night vision.



NEED TIPS OR TUTORIALS ON TAKING NIGHT TIME PHOTOS?

Snap the QR code or visit mpw.org/photos



HelpDesk Heroes TEAMWORK EDITION



Ben



Rick

"Wanted to tell you what an amazing HelpDesk team you have! And a big thank you to Ben who is tremendously patient, knowledgeable and helpful. And also to Rick who came to our house and waved some kind of magic wand and got our internet back up and running. Thank you, to your amazing team!"

— Peggy K.

NEED HELP? WE LOVE TO HELP!

mpw.org/helpdesk



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

Service Line Protection for Homeowners

MPW reminds all customers that, as shown in the diagram, breaks, damage and repairs to service lines from the main to the meter, are the homeowner's responsibility.

For several years, MPW has partnered with the Service Line Warranties of America (SLWA) which offers protection programs to homeowners for their Water Service Lines (WSL) and Sewer Service Lines (SSL). SLWA has recently mailed information to local homes not currently covered.

SLWA plans provide peace of mind solutions so you can be better prepared in the event of unexpected damage.

Homeowners' insurance may cover these repairs, but if not, the 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 the 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 about SLWA, visit www.slwofa.com or call 1-866-922-9006



Be confident in the purity of your water

See the annual Water Consumer Confidence Report at

<https://mpw.org/water/water-quality-report/>

Printed copies available in our lobby.

Trees make sense; save dollars and cents


Environmental Stewardship is one of MPW's Core Values, so naturally, we're a big proponent of trees which not only beautify a landscape, but also improve air quality. However, one of the hidden benefits of a well-placed tree is the energy savings they can provide.

When properly positioned, a shade tree reduces demand on air conditioning, and mature evergreen trees are a great windbreak in the heating season. With that in mind, it's beneficial to consider the right kind of trees to buy and where to plant them for maximum effect.

Beyond energy savings, it's also important to remember how trees, their branches and root systems interact with overhead and underground infrastructure as well as neighboring properties and structures.

MPW has put together this tree placement guide to help you plan your home tree strategy. It includes steps to take, guidelines to follow, trees to consider, and other helpful information.

To read it online, snap the QR code or visit <https://mpw.org/media/TREE-GUIDE.pdf>. Printed brochures are available in the lobby of our business office.



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 use 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.



MPW CAN HELP

Many roofing, siding and/or painting projects can put you dangerously close to power lines. For your safety, MPW provides protective electric line cover-ups, assistance with mast flashing and other FREE services.

For more information, call MPW Engineering at 262-3322, Monday thru Friday 8am -2:30pm.

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 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.



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**

 **LIKE US!** <http://www.facebook.com/MPWutility>

 **FOLLOW US!** https://twitter.com/mpw_tweets