

N M E P W S

MP&W Lobby Open for Business

In an age when so much of business is conducted online and by phone, Muscatine Power and Water continues to see a large volume of customers who prefer to make transactions in person by visiting our lobby and drive-thru window. We think you'll agree the recently remodeled lobby creates a more welcoming atmosphere while allowing for a more efficient use of space and improved traffic flow.

We want to thank our customers for their patience and flexibility during the construction and we hope you'll have an opportunity to stop by and see us soon!

Our friendly and knowledgeable customer service representatives are always happy to see our customers, but we know that for some, coming in to pay a bill or ask a question isn't always convenient. That's why we offer a variety of options beyond the lobby to fit your individual lifestyle and preferences — from full-service to self-service.

One of the most popular alternatives is **24/7 Online Bill Pay**, accessible from home or anywhere! Make a one-time payment, or register and gain access to your account anytime to view and schedule payments, set up the **Pay by Text** feature, create **AutoPay** rules so you can set it and forget it, select the **Paperless** option and other preferences, as well a view history and manage account information. Just visit www.mpw.org/mympw and select **Pay My Bill**.

Also available is **Pay by Phone**, a 24 hour service you can access from any touch-tone phone, in English or Spanish. Call (563) 263-2631, then press 1 to access the automated system day or night and pay by credit/debit card or check.



Energy Services Advisor, Paul Burbach displays SEP plaque.

MP&W Recognized as a Smart Energy Provider

APPA, The American Public Power Association has designated MP&W as a **Smart Energy Provider (SEP)** for demonstrating commitment to and proficiency in energy efficiency, distributed generation, and environmental initiatives that support a goal of providing low-cost, quality, safe, and reliable electric service.

"We take a lot of pride in the programs we offer that help our customers save money and reduce our collective footprint on the environment," said Gage Huston, MP&W General Manager. "It's encouraging to be recognized as a best-of-breed utility when it comes to smart energy. We're honored to be recognized for our efforts."

The two-year SEP designation, recognizes public power utilities for demonstrating leading practices in four key disciplines: smart energy program structure; energy efficiency and distributed energy programs; environmental and sustainability initiatives; and the customer experience.



Outside, you'll notice the drive thru window has moved forward about 20 feet. Inside, reception and waiting are now on the right, with inside tellers to the left. A fresh, bright look and improved traffic flow for all.



Behind Every Great Event

MP&W is There

"We connect people to life", is not just a clever MP&W slogan. It truly captures just how embedded the Utility is in the everyday lives of our customers, neighbors and friends. Of course, we connect people to the power, water, Internet, TV and phone services we provide, but we also connect to community life through upfront and behind-the-scenes support of community events and organizations — schools, churches, sports — you name it, we're probably involved.

For example, MP&W is proud to be one of the several co-sponsors of **Over the Edge** and **Almost Friday Fest**.

MP&W employees have been integrally involved in the planning and promotion of both events and many more are volunteering their time and energy to make sure these events are successful. Although very different, each event adds to a lively Muscatine and creates awareness for the non-profit causes each benefits.

That's one of the many advantages of a municipal utility staffed by local people. Direct involvement builds relationships, boosts visibility and nurtures a culture of giving-back, so MP&W employees are encouraged to give their time and talents as they see fit. Where appropriate, the Utility itself collaborates with multiple organizations by providing services and logistical support — not to mention, free services to city parks and buildings, annually.

Sure, it's great for a business to be seen supporting and participating in popular events and causes — customers and employees notice. But the real value to us is the vibrant community that results from real involvement.

Muscatine is indeed fortunate to be home to many companies who feel the same way and support the volunteer-inspired efforts to make Muscatine a great place to work, play, live and stay.



MP&W's Brenda Christensen and Bayer's Chris Boar, are the driving force behind the new Almost Friday Fest event which brings live music, food and family-friendly fun to Riverside Park. Many more utility employees also serve as volunteers.



MP&W's General Manager, Gage Huston and Energy Services Advisor, Paul Burback, both took a leap off the Laurel Building at last year's Over the Edge Fundraiser benefitting three local non-profits. The Utility and many of our employees are lending a hand for this year's event September 21st.



Next Event - Thursday, August 22nd

Special Olympics
Muscatine



Big Brothers Big Sisters.
OF MUSCATINE COUNTY



Chad
Local HelpDesk Pro

HelpDesk Heroes mpw.org/helpdesk

"My compliments to the HelpDesk. Anytime I call, they are very nice and always helpful."

— C.S.

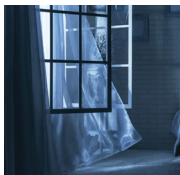
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Muscatine Power and Water ENERGY SmArts

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Use blinds & curtains to block the sun's heat.

Pull your blinds and curtains to block the direct sunlight from heating up your home but open them when the sun is no longer shining directly in.



Upgrade to a smart thermostat.

Remember to turn off dehumidifiers in your home if they are no longer needed to reduce moisture.

Learn more at mpw.org/energy-smarts

A Fresh Look at History

MP&W invites you to see our new display at Muscatine's National Pearl Button Museum. We recently completed an upgrade of our booth with new interactive features — you can turn a crank to power up a streetlight!

While the first floor is dedicated to the city's legendary pearl button industry, upstairs is home to the history of current business and industry, which drive our local economy today.

The Utility has been a longtime supporter and partner with the Muscatine History and Industry Center and there have been major changes and additions of late. If you've never been, or if it has been a while, you owe it to yourself and family to stop by for a fascinating tour.



Best Wishes and Thanks to MP&W's Intern Class of 2019

MP&W has enjoyed having five outstanding interns working in various departments this summer. Not only do these opportunities help the future generation grow, but by being fully immersed in the business, each has gained insight into how the company functions while working and learning alongside long-time employees. The Utility hopes these future leaders can take away valuable advice, experiences, and a real understanding of how a municipal utility works.

MP&W wishes all of this year's interns the best of luck as they return to their respective campuses for the new semester!



Tasia Behnke
MCC Freshman
Majoring in
Electrical Engineering;
Engineering Intern



Owen Blake
ISU Sophomore
Majoring in
Industrial Engineering;
Engineering Intern



Margie Clow
ISU Sophomore
Majoring in Chemical
Engineering and Sustainability;
Environmental Intern



Cassie Hendrix
UNI Junior
Majoring in Business
Administration and Marketing;
HR Intern



Jacob Martinez
ISU Sophomore
Majoring in
Electric Engineering;
Engineering Intern

Football Returns! We're Ready. Are YOU?



Coach Jake Mueller

Muskie football coach, Jake Mueller, is optimistic about his team this year. Although MHS is young, fielding more juniors than seniors, Mueller says, "Knowing they have the support of the community fills the kids with determination to do the best they can." If history is any guide, rest assured, coach, **The Muskie Nation** has your backs! Remember, with MachLink TV from MP&W, you don't have to miss a Muskie game this season. Watch rebroadcasts of Muskies Football on Channel 9/709. Air times will be available online at: www.mpw.org/local-access. Fiber TV customers may also watch On Demand.

"Whether people are watching at home or in the stands, it's great to have the community behind the team," Mueller said. **Below are even more ways MachLink TV's got you covered for football:**

NFL REDZONE - Every Touchdown, from Every Game, Every Sunday, plus big offensive and defensive plays. Don't have it? **Order now at 263-2631. First season, just \$39.99!**

NFL NETWORK - Everything NFL, including Thursday Night Football. 24/7 highlights, classic games, inside information and more! Fiber channel 55 | Legacy 111 and HD 611. Don't have it? **Order now at 263-2631.**

ESPN MONDAY NIGHT FOOTBALL

Don't miss a minute of the action every Monday night on Fiber channel 33 | Legacy 33 and HD 733. Don't have it? **Order now at 263-2631.**

ESPN COLLEGE FOOTBALL - Check your on-screen guide weekly for coverage on ESPN, ESPN2, ESPN Classic, ESPNU and the SEC network. Remember, programming from all of ESPN's networks is available to subscribers via **WatchTVEverywhere!**

HAWKEYES/CYCLONES - Watch the Annual Cy-Hawk Classic Saturday September 14th, **3:00PM** on **FOX Sports 1** (Fiber channel 40 | Legacy 83 and HD 783). Many Hawkeyes and Cyclones games will be broadcast on MachLinkTV. Check your on-screen guide for times and channels.

BIG 10 FOOTBALL on BTN & BTN2Go

Games and news from around the Conference 24/7 and **On Demand**. Fiber channel 38 | Legacy 38 and HD 738. Additional programming on Fiber channel 68 | Legacy 338. **BTN2Go** is available on your devices via **WatchTVEverywhere!**


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Muscatine Power and Water

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**, opt 1 • **HelpDesk** 263-2631, opt 2
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