VOLUME 2020 • ISSUE 4

MP&W NEWS

Derecho: MPW answers the call

Derecho is a word few had heard before August 10th, but that didn't stop the severe thunderstorm complex from wreaking havoc on the MPW service area and nearby Iowa and Illinois communities. The storm produced straightline wind gusts in excess of 100 mph, causing significant damage and widespread power outages across the midwest.

MPW received numerous reports of electrical outages, downed lines, uprooted trees and affected services. In total, 3,637 MPW customers experienced a power interruption due to the storm. Of those customers, 1,089 had just a momentary loss of power, while the remaining 2,548 experienced extended outages. All possible system restorations were completed in just over 14 hours by MPW staff and crews.

A few customers remained without power; however, it was a result of repairs required on their equipment. MPW restored those customers as quickly as the repairs were completed by electricians.

"I am so proud of the work our crews accomplished," said General Manager, Gage Huston.

"Our team members worked vigorously to restore essential services to our community and were on standby to help other communities devastated by the storm. This weather event brings to focus the skill and commitment our crew members bring to work daily to serve the community."

MPW's storm response underscores the values of Public Power: Reliability, Safety, Workforce Development and System Improvement — values shared by and practiced daily in not only Electric, but the Water and Communications utilities as well.

WHY WE TRIM TREES

Any lineworker will tell you that most downed power lines are caused by tree limbs taking them down in high wind or storm conditions.

That's why MPW has an ongoing, everyday program to seek out tree trouble **BEFORE** it happens. Keeping power lines clean of interfering branches is one of the many proactive steps MPW takes to maintain our industry-leading electric reliability record.

FALL HYDRANT FLUSHING

September 14 thru 30

MP&W's semi-annual flushing of fire hydrants removes minerals and sediment that builds up over time and ensures that all fire hydrants are in good working order.

Notices specifying when we will be in your neighborhood will appear on our website, Facebook page and Twitter feed.

Like us, follow us or visit mpw.org for complete details.

Notice of Sun Outages

Around the spring and fall equinoxes, the sun overpowers the signals from communications satellites, causing sun outages. Depending upon your viewing times and channel preferences, you may experience this between

October 5 thru 12

You may briefly experience a degradation or interruption in your cable television signal. On digital channels, the picture may "tile" and freeze, or the message "please wait one moment" may display. Your picture will then slowly be restored.

PUBLIC POWER PUTS YOU FIRST

Community-owned & staffed • Customer-responsive • Not-for-profit

PUBLIC POWER WEEK 2020 • OCTOBER 4 - 10

New Level II charging station open to public!

EV Charger now available at MPW

More than 1 million electric vehicles are on U.S. roads today – and that number is expected to grow to more than 19 million by 2030. Locally, MPW is leading the charge (no pun intended) toward EV adoption and customer participation.

Despite growing interest in electric vehicles, misconceptions stand in the way of people making the switch, so MPW is increasing learning opportunities through access to online resources. Learn more at mpw.org/EV1.

MPW recently installed its first EV charging station — a Level II charger, located in our customer parking lot and available for public use. Purchases are completed easily through one of several mobile apps which also allow a user to find charging stations throughout the country. Other local chargers include units at both the HNI and Allsteel headquarters. MPW is also planning two additional Level II chargers in the downtown area. Read more in the article below.

Search your app store for "EV Charging App" or look for specific apps like **EV Connect**, **PlugShare** or **ChargePoint**.

COMING SOON! Watch your Facebook feed for **E.V. Riders**, a new video feature in which local celebrities and other customers will do a ride-along Q & A with MPW Energy Services Specialist, Paul Burback.

MPW's new EV charger is located in customer parking lot accessible from Cedar Street.

EV in Real Life: Why I'm driving electric

MPW General Manger, Gage Huston has joined the EV revolution, purchasing a PHEV recently. In this feature, he answers some common questions he's gotten since plugging in.

What is that thing?

It is a 2017 Chevy Volt. It is classified as a Plug-in Hybrid Electric Vehicle (PHEV), which means it runs on electric energy, but does have a gasoline engine as a backup.

So, it runs on electric and gas?

The Volt was designed to operate like a pure EV until the battery is depleted. The gas engine (referred to as a "range extender") then kicks in to keep you going. My EV can go about 50 miles on all electric before the gas engine needs to kick in. In total, the Volt has a range of over 400 miles!

Why were you even interested in buying an electric car?

First, as an employee of our local electric utility, I think it's important to lead by example. EV's will help drive electric usage, which helps keep rates down for all of us. I have laid out a clear vision over the past 16 months for how MPW can — and should lead the charge toward EVs in Muscatine. I wanted to help lead the charge with my personal decisions and not just with the Utility's decisions. On top of all that, I just think these things are cool!

Why did you choose a hybrid instead of an all-electric?

This was a tough decision for me. As we know, the EV charging infrastructure is still in the early stages of build-out and I was a bit concerned about finding a charger when I needed one. I typically drive to Des Moines once or twice a month for meetings and there aren't currently any chargers near where those meetings are held. On those days, the gas engine will easily get me home.

How much of the time are you running on electric vs. gas?

I'm running on pure electric energy probably 90%+ of the time. That's why the plug-in hybrid was a good fit for me. I typically drive less than 5 miles per day, so on a typical day, I easily run on all-electric. It is only on those days that I make longer trips that I'll run the gas engine. In the time I've had my EV, I've taken a couple of trips to Iowa City, and have used about 1 gallon of gas.

Gage charges his Volt alongside EV-1 (driven by David) at M

Does it have decent "get up and go"?

Yes, it does. The electric motor has a lot of low-end torque (i.e. more power at low speed) and a very smooth torque curve throughout the speed range. While some would miss the rev of an engine, an electric car accelerates much smoother – and often times much faster – than a comparable gasoline car. My Volt is a lot of fun to drive!

How long does it take to charge?

On a typical day, I plug my Volt into a

Water tower dedication

We recently celebrated the dedication of the new water tower design.

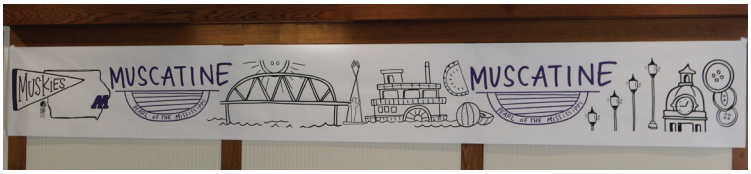
If you recall, the local community was instrumental in helping us win the State of Iowa's "It's In the Water" contest last year, to land the top prize of a custom water tower design.

This was a great community win and you, too can share in the day! The event is running on Public Access Channel 9, on MPW Local On Demand, and also available on YouTube at: https://youtu.be/nSTkJrl3Ih8

We had some great speakers, including hometown artist and designer of the water tower graphics, Laura Palmer XO-LP, who shared her emotionally personal connection to the water tower and this great town.

We hope that, like Laura, passers by see it as "joyful representations of a truly unique city that we're proud to be from."

Be sure to take a moment to view the short documentary of the day which includes remarks from Iowa Finance Authority Director, Debi Durham, Iowa Department of Natural Resources Director, Kayla Lyon, Mayor Diana Broderson, and MPW's own Gage Huston and Erika Cox, along with some timelapse footage of the tower painting.



A family affair. Laura's design, side-by-side with her dad's design from 21 years ago.

) at MPW's new publicly-available two port charging station.

regular 120-volt outlet when I get home from work and it's charged back up in less than an hour. It's awesome because it's like having a full tank of gas every single morning! If I do run the battery all the way down on a long trip, then it takes longer to charge up.

One thing that takes getting used to is "refueling" habits for an EV are very different than that for a gas engine. For your gas engine, you run the tank nearly empty and then stop to fill it all the way back up. That's not the typical pattern for an EV since you typically plug it in every night at home. I barely drain my battery down at all in a typical day, so it's charged back up easily every single morning.

Are you going to install a Level 2 charger (240-volt) at home?

I don't plan to at this point. In a typical day, I drive less than 5 miles. On a standard 120-volt outlet, the Volt charges about 4 miles per hour, so I'm typically charged back up in an hour or so. Even if I do drain the battery all the way down, it will typically charge all the way back up between the time I get home and when I head to work the next morning.

If I had an all-electric EV and commuted long distances every day, then I would definitely want a Level 2 charger. I'm not planning on having a long commute any time soon!

Is MPW's new charger easy to use?

It's super easy! I just downloaded the EV Connect app on my phone and saved our charger as a favorite. When I want to charge, I just pull up, plug in, open the app, select our charger, and tap "Begin Charge". That's it! I can then track the charging progress through the app from anywhere.

Is it cheaper to drive the EV?

Definitely! At our Residential rate, I can charge up 50 miles worth of driving for about $1.77; that's 50 miles of driving for less than the cost of a 20 oz. soda pop! Even at today's low gas prices, that same amount of mileage would cost me about double with gas.

Will there be more charging stations coming to Muscatine soon?

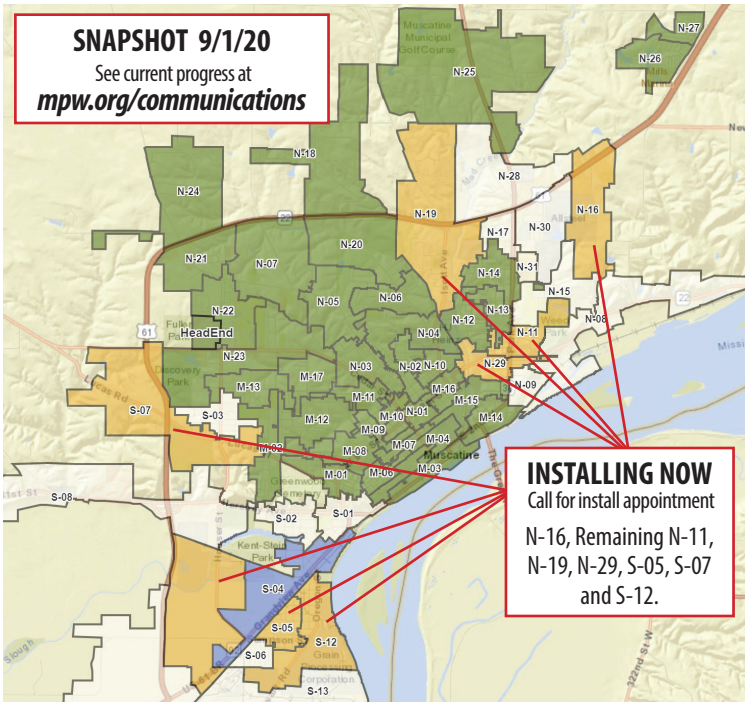
Within the last few months, several EV chargers have been added to Muscatine. In addition to ours, HNI has two chargers at their corporate office and two more at Allsteel's corporate office. We also recently secured a grant to install two more chargers in downtown Muscatine. That means by the end of this year, there will be a total of seven charging stations (14 total plugs) in Muscatine! Keep in mind, though, that 90% of your charging will be done in your own garage.

FTTH map "greens up" this Summer

If you've been watching the Fiber to the Home construction map on mpw.org or Facebook, you'll have noticed all the green and gold, indicating completed installations (green) and those installing now (gold).

Outside construction has made great strides catching up on remaining work. At this time, we are projecting all outside construction activities to be completed in the 2020 construction season. Splicing will follow outside construction, and installs will follow splicing. We are projecting installs (including Fruitland customers) to be completed in first quarter 2021. Splicing and installs can continue throughout winter months.

We want to thank you for your patience in the name of progress. As we advance construction efforts, some interruptions are possible (the downside of running the Legacy system and building an active Fiber system at the same time). We realize many of you are working and now schooling from home and we are doing our best to minimize those interruptions.



Since the COVID pandemic started and people started to work and school remotely, we have added over 400 new Internet customers and upgraded just as many existing customers to higher packages. Our fiber system has had no issues handling the increased traffic and moving over 65% of our customers to the fiber system has allowed our Legacy system to perform better with fewer customers on it.

The new fiber system positions us to meet growing internet/TV/phone needs. We appreciate our Board of Trustees' support for this project and vision to make sure the community's needs can be effectively met for decades to come.

NEED HELP? WE LOVE TO HELP!

CALL 263-2631 • Option 2 • helpdesk@machlink.com

HelpDesk
OPEN 7 DAYS
6AM TO MIDNIGHT

Spotlight on: Generation Maintenance

Pictured from Left to right: Brad Qualls, Randy Hager, Vicki Carter, Eric Donald, Dan Ewart, Jake White, Brian Willits, Matt Hepker, Rich Nichols, Jay Anderson, Erik Reed, John Powell, Greg Carlson, Sherry Beverlin, Lee Lewis, Matt Foor, Isaac Schroeder, Hank Neda, Angie Haskins, Rich Roush, Don Steinke, Nate Hackett and Chance Back.

The Muscatine Power and Water Generation Maintenance crew is proud to ensure the production of reliable power for the city of Muscatine. No job is too large, and no task is too daunting for this highly skilled group of individuals. Using World Class Maintenance techniques, the Maintenance Department works hard to keep your lights on. Ready to answer the call anytime day or night, these folks represent one of the most dependable work crews ever assembled.

Muscatine Power and Water

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.
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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