

MPW NEWS

VOLUME 2021 • ISSUE 4

Thanks for stopping by

It was nice to see so many of you at Almost Friday Fest in July and August. As an event sponsor, MPW staff were on hand with some free gifts and an opportunity for customers to express their opinion on what's most important to them as we plan for the future of energy production in Muscatine.



The four key features of our Powering the Future plan are Reliability, Affordability, Flexibility, and Sustainability.

As in other recent informal surveys, Reliability and Affordability were most favored by over 85% of respondents indicating that our balanced approach is right on track.



MPW's flagship electric vehicle, EV-1, was also on hand. There are still a few \$1500 Early Adopter EV rebates available.

Help us celebrate October 3 thru 9

Public Power Week

Living in Muscatine and Fruitland, it's easy to forget that the way our electricity is delivered is very different than the great majority of Americans who are served by for-profit power companies. Just ask any recent transplant to our area about their experience with an investor-owned utility (IOU) in their former town.

Public Power is an entirely different model — customer owned and customer focused, lower rates and higher reliability — staffed and operated by people who also call this area home.

Each October, MPW joins more than 2,000 other community-powered utilities celebrating Public Power Week. Combined, these public utilities provide power to 49 million citizens — one in seven Americans!

As we approach the Electric Utility's 100th anniversary next year, it's important to not only reflect on our history of reliability and customer care, but to forge ahead to ensure that our community is ready for the next hundred years. Learn more about our balanced approach to **Powering the Future** at www.mpw.org/powering-the-future.



Public Power Week is an annual national observance coordinated by the American Public Power Association (APPA), the voice for non-profit, community owned utilities. Coincidentally, the first week of October is also **National Customer Service Week**. For us, at MPW, Public Power and Customer Service go hand-in-hand every day. As a non-profit, municipal utility, our number one focus is you.

The men and women of MPW are proud to serve our neighbors, family and friends and we hope you'll help us celebrate during Public Power Week and Customer Service Week, October 3rd - 9th. <https://youtu.be/Bz55GDIWL5U>



or snap the QR Code to view this video on YouTube



End of an Era — Next Generation.

Sixty-one years ago, MPW's 22,000 kilowatt (kW) Unit 7 was placed into service and was joined nine years later by Unit 8. At the time, their combined generation peak of 100,000 kW made MPW a real factor in midwestern power generation. In fact, at the Unit 8 dedication ceremony in 1970, then Governor Robert Ray said, "This project is one example we can use as we attempt to attract new industry to Iowa."

Since then, 24 hours a day, 365 days a

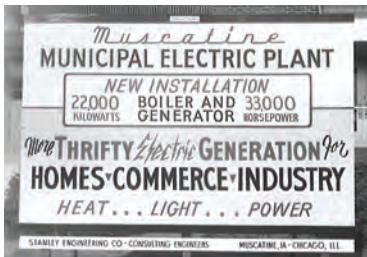
year, dedicated plant operators and supporting departments, have maintained and operated these facilities to provide safe, reliable and affordable energy to the Muscatine community. Much has changed since the '60s, and retirement of these resources is on the horizon. At their August meeting, the MPW Board of Trustees passed a resolution to retire Units 7, 8 and 8A in May of 2023, contingent on the completion of the new 161KV



transmission line, known as Line 106.

These units, and staff supporting these units, continue to be needed to ensure local energy needs are met throughout Line 106's construction.

Reliability, Affordability, Flexibility and Sustainability are the key factors in MPW's balanced approach. Learn more at: mpw.org/powering-the-future.



Sign announcing the addition of Unit 7, circa 1960



Governor Ray Unit 8 dedications ceremony, 1970



Unit 8 (right) Unit 7 (left), during Open House, 1970



Unit 7 looking great at 61 years old!

Understanding your utility bill

At MPW, we try to make doing business with us as easy as possible, and that includes presenting your monthly bill in an easy-to-read format.

On page 1, you'll find the summary, showing last month's total, payments received and a breakout of current charges for each of our three utilities. You'll also see City Charges — sewer and garbage/recycling fees which we collect on behalf of the the City of Muscatine. Details for each of these lines is expanded on page 2.

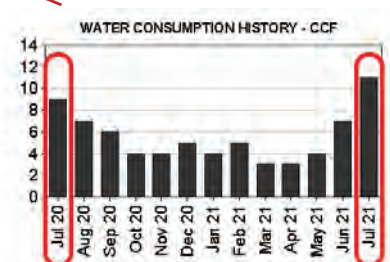
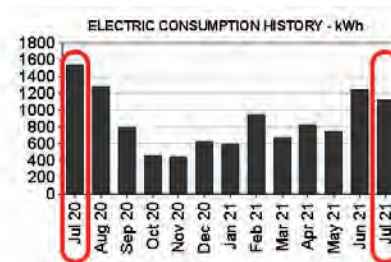
Also on page 2, you'll find graphs showing your electric and water consumption for the past 13 months, which gives you a handy comparison of your usage year over year. In the example shown, this customer used about 500kWh less power in July '21 compared to July '20, but used about 2 CCF more water.

An informed customer is a happy customer, so look for more tips from MPW here and in other media. And if you ever have questions, call us at 263-2631 or visit mpw.org.

PAGE 1 SUMMARY

PAGE 2 CONSUMPTION CHARTS

BILLING SUMMARY	
Last Month's Total Bill	\$370.50
Payment Through 07/28/21	-\$370.50
Previous Balance	\$0.00
Electric Charges	\$128.71
Water Charges	\$29.91
Communications Charges	\$147.93
City Charges	\$58.39
This Month's Charges	\$366.94
Amount Due By 08/19/21	\$366.94
Late Payment Charge @ 1.50%	\$4.60
Amount Due After 08/19/21	\$369.54



Summer interns learn and contribute

As summer wraps up, so do the internships at MPW. Even though their time was short, the lessons will be long lasting.

We saw the growth of these young individuals in their confidence, their abilities, and their personalities within the past few months.

MPW takes great pride in providing a professional and educational environment for our interns. While they were here to learn, they were expected to play important roles in their respective departments, part of real-world implementations, working right alongside utility veterans.



Our MPW summer intern class of 2021, from left - Quinn Chalupa, Erick Saucedo, Jacob Martinez, Elizabeth Herzmann, Austin Beaver, Carson McSorley, Matilyn Hepker, Tasia Behnke, and Tom LoBianco.



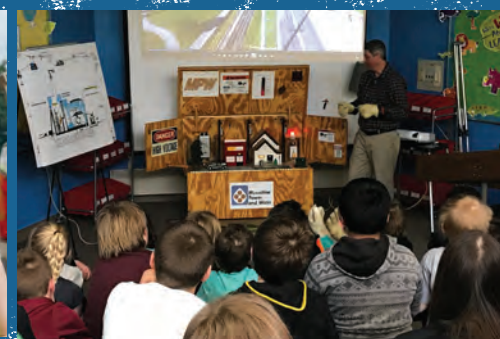
MPW HELPS SUMMER SCHOOL STAY COOL

MPW employees went back to school in July, participating in fun and educational activities with Muskie S.P.A.R.K. students at Jefferson Elementary. The kids got a taste of what it's like working for the Utility, performing water tests and a hydrant flush. In the classroom, the kids learned about continuous improvement and safety among other topics.

Our involvement came about as a collaboration between MPW and United Way Muscatine. A big thank you to Kim Warren, at Aligned Impact Muscatine and MPW's Holly Jurgensen for teaming up on the idea and making it a reality.

Students had fun building and flying paper airplanes in a continuous improvement lesson. They saw a fire hydrant shoot

water 50 feet and got to wear the real MPW hard hats! This is the spirit of #collaboratemuscatine and MPW is proud to be part of such a strong community that provides us the opportunity to get out with citizens of all ages to show them a little bit of what we do.



HelpDesk Heroes

TEAMWORK EDITION



Harold



Chris

A customer wanted to let us know he thinks the service we provided to get him back up and running was great. After initially calling in and walking through some steps, Chris ordered a tech visit to assist. The customer noted that Harold was very helpful and knowledgeable and did not want their efforts to go unnoticed. Great job, Chris and Harold!

NEED HELP? WE LOVE TO HELP!

mpw.org/helpdesk



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

Is this your week to go electric?

National Drive Electric Week is a nationwide celebration to raise awareness of the many benefits of all-electric and plug-in hybrid cars, trucks, motorcycles, and more.

MPW jhas been leading the way toward EV adoption with our "Early Adopter" rebate program which will award \$1,500 to buyers of any new Battery Electric or Plug-in Hybrid electric vehicle. Six have been awarded and four remain available. To qualify, the vehicle must be new, registered in Muscatine County and the owner must be an MPW electric customer. See mpw.org/ev-rebate for details. When the Early Adapter rebates have been used, EV rebates will return to \$300 per vehicle.

EV ownership in Muscatine County increased from 46 to 56

National Drive Electric Week™



September 25 - October 3

over the last year, and in Iowa from 4,550 to 5,881. Last year, the Utility added our first battery electric vehicle, a Chevy Bolt, affectionately known as "Evie" (EV-1) to our fleet.

Recently, MPW leadership updated Muscatine City Council members about the Utility's ongoing EV strategy and new charging stations soon to be installed. View the presentation at <https://youtu.be/xLsq5jBD7Bc>

MPW Water - Good for Your Dental Health

According to the Centers for Disease Control and Prevention (CDC), although other fluoride containing products such as toothpaste, mouthwash and dietary supplements contribute to the prevention and control of tooth decay, community water fluoridation has been identified as the most cost-effective method of delivering fluoride to all.

Fluoride, a naturally occurring mineral, has been proven to protect teeth from decay by strengthening the tooth's surface. MPW follows guidelines set by the Iowa Department of Public Health (IDPH) with target of 0.7 mg/L of fluoride. Water operators monitor and test the naturally occurring level of fluoride in the groundwater and then adjust the amount of fluoride added to meet the levels recommended by IDPH.

5 Reasons Why Fluoride in Water is Good for Communities

1. *Prevents tooth decay - fluoride in water is the most efficient way to prevent one of the most common childhood diseases, tooth decay.*
2. *Protects all ages against cavities - studies show that fluoride in community water supplies prevents at least 25 percent of tooth decay in children and adults.*
3. *Safe and effective - fluoride in community water supplies has been endorsed by numerous Surgeons General and over 100 health organizations.*
4. *Saves money - the average lifetime cost per person to fluoridate a water supply is less than the cost of one dental filling. For most communities, every \$1 invested in water fluoridation saves \$38 in dental treatment costs.*
5. *It's natural - fluoride is naturally present in groundwater and the oceans.*



Before you call in that leak... check your neighbor's pool!

This time of year, you may notice water flowing down your street that may not normally be there. Don't panic! This could just be your neighbors draining their pools. If a neighbor is draining a pool, you might see a constant flow of water heading down your street toward the drain. This is normal and will cause no issues typically.

We always appreciate when customers report unusual activity involving utility infrastructure, so we're letting you know to check your surroundings before reporting a water main break or leak.

At MPW, we do our best to notify you of any known water main breaks or leaks via website and social media. If you check the website, and don't see any notifications, then a pool drain might be the culprit.

If you're draining your pool, be sure to monitor the draining process and know where the water is going and let your neighbors know.



DO NOT CALL REGISTRY NOTICE

The National Do-Not-Call Registry offers you a choice regarding telemarketing calls at home.

Registering will not stop calls from certain non-profit and political organizations and calls from organizations with which you have established a business relationship.

Register your residential telephone numbers including wireless numbers at no cost, by telephone at

1.888.382.1222

(TTY: 1.866.290.4236)

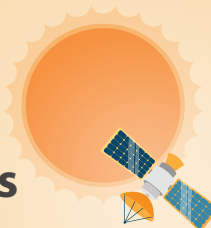
or online at **www.donotcall.gov**.

If registering via internet, you may register up to three numbers at one time. By phone, you may register only one number at a time and you must call from the telephone number you are registering.

The number will be on the Do-Not-Call list the day after registration. Telemarketers have up to 31 days to remove the number from their call lists.

A number can be removed from the Do-Not-Call Registry at any time.

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 3 thru 11

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.



FALL HYDRANT FLUSHING

Sept 20 thru Oct 3

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.

View a map of work in progress and which areas are next at:

mpw.org/flushing-map



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**



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