

MP&W NEWS

Winter Wandering?

If you're heading south for the winter or planning to be out of town for an extended period, anytime of the year, MP&W's **EZ Hold** service is the quick and simple way to temporarily suspend cable and/or Internet service.



Put communications services on hold

No disconnect/reconnect fee
All equipment stays in place
Just \$5 per month

Call 263-2631



Iowa motorists are required to change lanes or slow down when approaching stationary utility and maintenance vehicles with flashing lights activated.

This law is designed to protect high risk workers along Iowa's roadways.

Learn more at MoveOverIowa.com



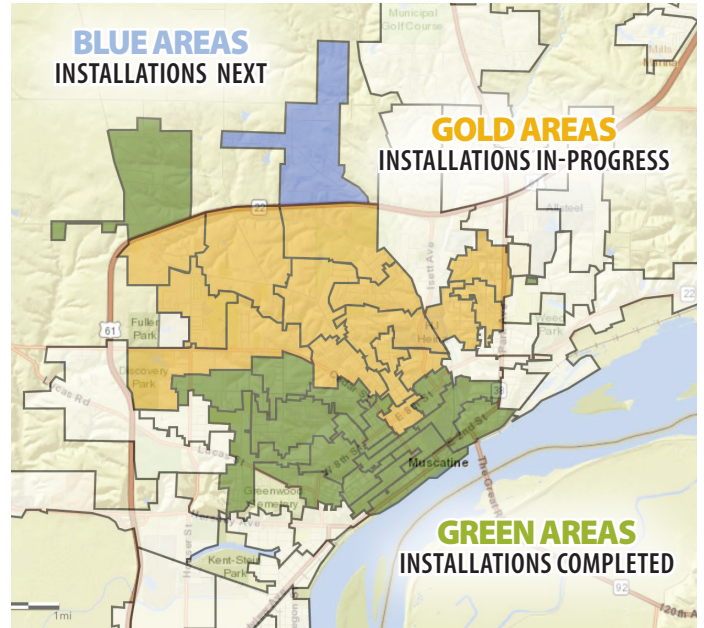
New FTTH milestone reached:

Fiber to the Home installations hit 50% mark

Customer conversions/installations have pushed past the tipping point!

Favorable weather and improved efficiencies allowed for a ramp-up in underground work this fall and drove a rise in the number of customers' homes and businesses converted to fiber!

This positive news is a strong indication that the system-wide completion goal of August 2020 is attainable.



Through the fall, fiber teams were focused on completing as much construction activity as they could, clearing the way for a continued uptick in customer installations through the winter months for premises that are now fiber-ready.

New steam sales extension signed

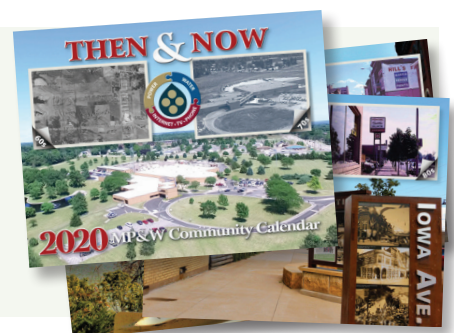


The Steam Sales Agreement between MP&W and Grain Processing Corporation, one of the community's long-running public/private partnerships, has been extended through 2022. Utilizing excess capacity from MP&W's generation reduces the need for GPC to produce its own steam, leading to cost-savings, fuel reductions and environmental benefits. It's a great example of community support through sound business practices.

Don't forget!

2020 MP&W Calendars

Our "Then & Now" calendar features photos from the '60s, '70s and '80s along with their current equivalents. Available in our lobby at 3205 Cedar Street while supply lasts.

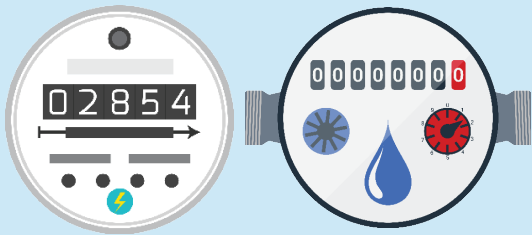


Rebates mean savings times two!

If you bought energy efficient appliances during 2019, you're probably already saving energy and energy-dollars. But, did you know that you can collect additional savings by turning in your receipts to MP&W?

Each year, MP&W issues over \$65,000 in energy rebate credits to residential customer-owners who bought new electric appliances, air conditioners and compact fluorescent /LED lamps that meet certain energy-efficient standards!

You have until March 31, 2020 to apply for rebates on qualifying appliances purchased in 2019. Details and rebate form are available online at: www.mpw.org/residential-rebates.



DIY Meter Reading

Many customers who can't be home to give our meter readers access prefer to read their own electric and water meters each month.

The new 2020 Meter Reading Schedule is now available on our website along with instructions for reading the various types of meters. Compare your account number to the chart to locate the day each month when your meter will be read by us. Just submit your readings online a day or two before that date.

Look for the link
"Submit Your Meter Reading"
at mpw.org/meter-reading

Easy steps to avoid frozen pipes



Besides the mess and inconvenience, damage caused by frozen pipes costs homeowners and insurance companies hundreds of millions of dollars annually. These simple tips can save you money and headaches:

- Seal any wall or floor leaks that allow cold air inside.
- Make sure pipes are well insulated. Open cabinet doors to let heat get to non-insulated pipes on exterior walls.
- If you are going to be away, keep your home heated to at least 55 degrees.
- In extreme cold, let your faucets drip overnight.
- If you haven't done so, disconnect garden hoses. It's best to use an indoor valve to shut off and drain water to outdoor faucets.

HelpDesk Heroes

mpw.org/helpdesk



Ben
Local HelpDesk Pro

"I got home tonight and plopped down with pizza to watch football but my cable was out... the guy at the HelpDesk walked me through what to do and within 5 minutes, I was watching football. My experience with MP&W is that when a problem occurs, they have it fixed FAST!"

Excellent local service is worth paying for." — C.P.



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

NEED HELP? WE LOVE TO HELP! CALL 263-2631 • Option 2

Relentless pursuit of reliability leads us North

Every year, MP&W's Transmission and Distribution staff focuses on ways to enhance our ability to deliver power reliably. In 2019, much progress was made toward building additional transmission capacity to ensure reliability, one of MP&W's Core Values.



MP&W completed a route study in 2019 for a new northern route 161kV transmission line (internally referred to as Line 106) and held a public meeting earlier this fall to discuss MP&W's plans and to receive initial public feedback for this project.

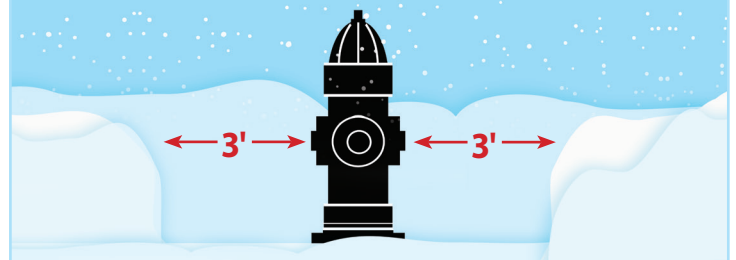
The new line will provide operational flexibility and additional system reliability. It will also allow us to maintain reliable electric service to Muscatine while one of the other 161kV transmission sources was unavailable due to a planned or unplanned outage.

The design for the expansion of one of the substations and the transmission line is currently in process and the second substation design will commence in early 2020. Design work for both of the substations and the transmission line is expected to be finished by the end of 2nd quarter 2020 with construction set to begin in late 2020, and an in-service date of late 2021.

MP&W is working with landowners to secure land easements for the project.

Thank you for keeping them clear

Customers have always done a great job helping us keep fire hydrants clear of snow. Emergency crews and Utility personnel appreciate your efforts to keep them accessible in winter.

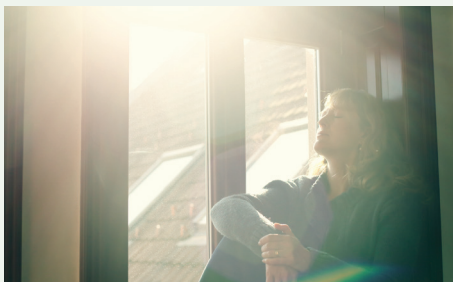


Muscatine Power and Water

ENERGY

Smarts

KNOWLEDGE IS THE KEY TO ENERGY EFFICIENCY



Let the sunshine in

Harness the power of the sun on cold winter days. You can naturally heat your home by opening the curtains of south-facing windows during the day. All that light and heat is free, so you'll save money on your heating bill



On a budget? Use plastic!

Storm windows can reduce heat loss but often requires a costly install. For a budget-friendly alternative, cover windows and sliding doors with clear plastic film – this simple trick can save you roughly 14% on your heating bill.



Be less exhausting

Avoid over-using your exhaust fans. Bathroom fans and oven hoods are often-overlooked sources of heat loss in the winter. Ensure your home's warmth isn't being pulled away. Use them sparingly, and turn them off when not in use.

Safe and Warm

Before you flip on that space heater, think safety.

- Choose one with a tip-over safety switch.
- Inspect cords for damage and always plug them directly into a wall outlet. Avoid extension cords.
- Place heater on a level, hard, non-flammable surface, at least 3 feet away from bedding, drapes, furniture or other flammable materials.
- Don't use electric heaters in bathrooms. Don't use portable space heaters to dry clothes, shoes or other combustibles.
- Keep children and pets away! **NEVER** leave the unit on while you sleep or place one close to any sleeping person.
- Always turn it off if you leave the area.
- And finally, make sure you have working smoke alarms on every level of your home.



PRIVACY NOTICE FOR TELEPHONE CUSTOMERS

MP&W complies with federal regulations for protecting the privacy of your telephone account records. Federal law refers to these records as "Customer Proprietary Network Information" (CPNI). Affected records include a customer's subscribed telephone services, billing data and call details.



MP&W does not share customer account information with other entities for marketing purposes. MP&W may contact you with information about changes to our telephone service plans or optional features available for your subscribed service plan(s). We will not use protected telephone account information for any other marketing purpose.

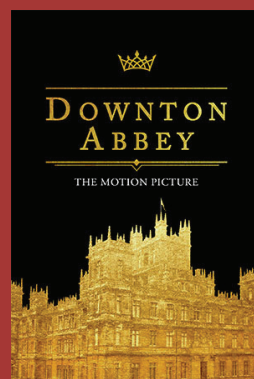
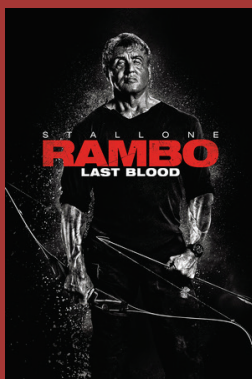
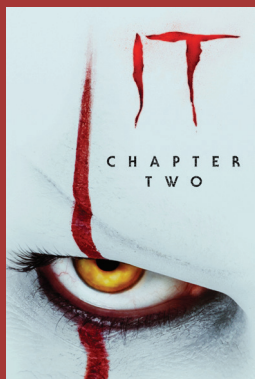
Muscatine Power and Water has a longstanding policy of guarding personal customer information, and the Federal Communications Commission and other regulators require Muscatine Power and Water to protect your CPNI.

Learn more at www.mpw.org/CPNI

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Demand**

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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
Customer Services 263-2631, opt 3 • **Phones answered 24/7 • 24-hour payment drop box**



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