

N M E P W S

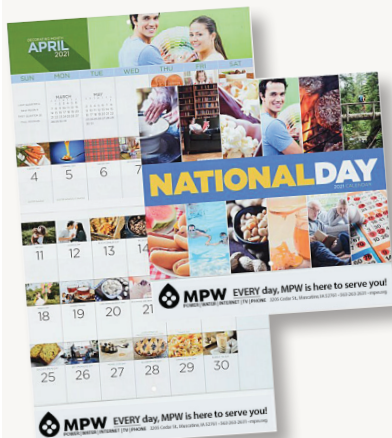
Finish Line in sight — Fiber homes now over 80%

As excitement builds for the completion of our Fiber to the Home project (FTTH), it's more important than ever for anyone still on the Legacy Internet and TV system to keep tabs on where work has been done and where it's moving.

Since the early days of the project, we've had a live map tracking construction progress on mpw.org. It changes weekly and gives a quick picture of how close we are to completion.

The image at right is being published on your monthly MPW utility bill as a reminder that **GREEN**

areas have been passed and Legacy infrastructure will be shutdown soon. It also highlights **YELLOW** areas currently being installed, with **BLUE** areas next. While we do attempt to contact customers who are fiber-ready multiple times, there are still homes in the **GREEN** and **YELLOW** zones who have not responded. Field construction is wrapping up and crews will switch to Legacy shutdown and removal. Check your address on the map and call us to avoid any loss of service.



Have you ever said to yourself, "I'll bet there is a national holiday or national awareness day for every last product, sport, organization or hobby — literally everything has a national day!"

Well, you're right. And the new 2021 MPW Community Calendar will chronicle all 365 of them.

Pick up yours in the lobby or drive-thru of our business office at 3205 Cedar Street. Available soon at various locations around the city.

GIFT CERTIFICATES

The one gift **EVERYONE** can use!

Available in any amount to pay any MPW bill.



LOBBY • DRIVE-THRU • OR CALL 263-2631

POOF! Making power lines disappear is no trick



Neither Chriss Angel nor David Copperfield were present, but MPW lineworkers have been performing a little disappearing act of their own, moving transmission and distribution lines along the Mississippi Drive Corridor from overhead to underground. Steel poles were set in mid-October, which allowed the line crew to wreck out Line 98 from Mad Creek to the river along Cypress, then between Pine and Mulberry along Mississippi Drive. Work is expected to be completed by our publication date. **Unobstructed river views — a little MPW magic!**

Need a reason to go EV? Here are 1,500 of them!

The MPW Board of Trustees has approved a number of rebates designed to encourage Utility customers to investigate, buy and drive Electric Vehicles (EVs), but the biggest carrot of all is the "Early Adopters" incentive. Now thru March 1, 2021, customers who buy a new Battery Electric Vehicle (BEV) will receive a **\$1,500 cash rebate** to help defray their purchase costs.

"We know it's a big step to give up your internal combustion engine," said Ryan Streck, Utility Service Delivery Director. "So, we'd like to give a little extra encouragement to the first five MPW customers who take the plunge."

After March 1, or after the first 5 takers, the EV rebate program will revert to its regular rate. At that time, residential customers may receive a **\$300 rebate** in the form of a utility bill credit, for the purchase of a Battery Electric Vehicle (BEV) or Plug-in Hybrid Electric Vehicle (PHEV). Additionally, MPW has added the installation of a residential Level I or Level II EV charger as an eligible project under our **interest-free Utility Loan Program**, allowing customers to borrow the money at zero percent interest and repay it over 12 months on their utility bill.


The \$300 per vehicle rebate is also available to commercial and industrial customers who buy an EV for commercial use. A business may apply for multiple vehicles, as long as they are registered in Muscatine County, until the program cap of \$10,000 is reached. Non-residential customers may also apply for **rebates of up to \$500** to install EV charging stations for public or private use. For more information, contact Energy Services Advisor Paul Burback at 262-3423 or pburback@mpw.org.

MPW has also received grants to facilitate the installation of two more **Level II** EV charging stations in Muscatine. The first of those will be placed at the Musser Public Library. Another location is being sought in the downtown area. Each station will allow up to two vehicles at a time, just like the EV charger at MPW Business Office at 3205 Cedar Street.

Be sure to follow the link above or watch your Facebook feed for links to **E.V. Riders**, our new video feature, to learn about electric vehicles and our own EV-1. Stay informed about the growing move to EV technology at mpw.org/EV1 and at energy.gov.




Watch Episode 1 at mpw.org/EVRiders1



We'll trade you, two for two!

Exchange your old incandescent light bulbs for high-efficiency LEDs. Bring two old bulbs to the lobby or drive-thru at 3205 Cedar during business hours and we'll replace them with two 9-watt LEDs which illuminate like a 60-watt incandescent, but use a fraction of the energy!

Limit two free bulbs each month. MPW residential electric customers only.





HBO & MPW announce new streaming service

This November, MPW TV subscribers will have yet another streaming option as part of our **Watch TV Everywhere** package of over 85 networks. **HBO Max** will feature the movies and series that made HBO famous, but will also unlock access to the Warner Brothers library of exclusive movies (including the DC Universe), TV series, children's programming and more, through the **HBO Max app**.

The best news? Like with all Watch TV Everywhere content, online access is included when you subscribe to its MPW TV tier — so, **your HBO subscription** not only includes the entire HBO suite of networks and **HBO OnDemand** on your TV — it **now includes HBO Max**, which you can watch on all your devices wherever you are connected to the internet. HBO is available to all tiers, Basic and above. **MPW Internet-only subscribers can also get HBO Max.** Call 263-2631 for details.



Share the Warmth

WON'T YOU PLEASE HELP?

Name _____

Address _____

City _____ State _____

Zip _____ Phone _____

I will contribute \$_____ per month to Project Share.
I understand this amount will be included with my monthly utility bill.

I have enclosed a \$_____ donation to Project Share.

CONTRIBUTIONS TO PROJECT SHARE ARE TAX DEDUCTIBLE

Need assistance? See below for information on the Low Income Home Energy Assistance Program (LIHEAP)



Project Share

helps those less fortunate pay their winter utility bills.

Project Share (PS) is a voluntary energy assistance program that helps people in Muscatine pay their winter utility bills. You can help by adding a regular contribution to your monthly utility payment or by making a donation directly to Project Share. A social service agency will then distribute funds to qualified families. **Fill out and detach this form, then return it to us with your next payment.**

For more information, call MPW at 263-2631.

CUT & RETURN

ATTENTION: RESIDENTIAL CUSTOMERS! NEED HELP WITH YOUR HEATING BILL?

The 2020-2021 Low-Income Home Energy Assistance Program (LIHEAP) has been established to help qualifying low-income Iowa homeowners and renters pay for a portion of their primary heating costs for the winter heating season. The assistance is based on household income, household size, type of fuel, and type of housing. If you are not sure where to apply, please Dial 2-1-1 or visit <https://humanrights.iowa.gov/dcaa/where-apply>, or contact your local agency:

Community Action of Eastern Iowa, 1903 Park Avenue #18, Muscatine, IA 52761
Phone: 563-263-9290 or 866-263-9290

or write to: LIHEAP, Iowa Department of Human Rights, Capitol Complex, Des Moines, IA 50319

WHEN TO APPLY

- **Elderly** (60 & over) **and/or disabled**: October 1, 2020 to April 30, 2021.
- **All other households**: November 1, 2020 to April 30, 2021.

WHAT TO TAKE:

- **Proof of Income** (for all household members age 19, and over) Depending upon your household income type, income documentation from the past 30 days, the last 12 months, or last calendar

year, whichever is easier or more beneficial for you.

- **Proof of Social Security numbers for all household members** (documentation required).

- **Most recent heat bill**
- **Most recent electric bill**

WAGE EARNERS:

Please bring copies of your check stubs for

the 30-day period preceding the date of application, or a copy of your most recent federal income tax return.

FIXED INCOME:

This income may include: Social Security Benefits, Supplemental Security Income, Family Investment Program, Veteran's Assistance, Unemployment Insurance, and pensions. Please bring copies of your check stubs from the previous 30 days.

INCOME MAXIMUMS

Household Size	Annual Gross Income
1	\$22,330
2	\$30,170
3	\$38,010
4	\$48,850
5	\$53,690
6	\$61,530
7	\$69,370
8	\$77,210

For households with more than eight members, add \$7,840 for each additional member.

SELF-EMPLOYED/FARMERS:

Please bring a copy of your most recent federal income tax return.

FIP RECIPIENTS:

Please bring your current DHS Notice of Decision or contact your local office for acceptable document information.

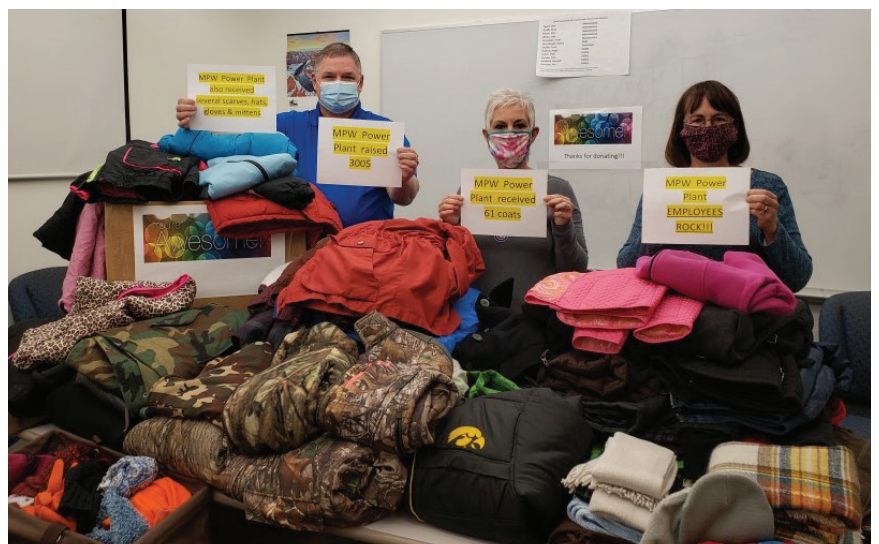
If you receive alimony or child support, it will also need to be verified. Additional income not listed here may be required.

If you would like to help needy families in our community, see above information on MPW's Project Share.

Generation Employees rally to collect Winter coats

The employees of the MPW Power Plant held a coat drive during October. Plant Manager, Neal Nelson thanked everyone for their outstanding generosity, and singled out Kim Kirby and Kathy Dahnke for heading up the drive. All told, donations included 61 coats, 13 scarves, 4 winter hats, 2 pairs of mittens, 1 pair of gloves, plus an extra \$300 cash, which was used to purchase an additional 8 coats, 15 hats, and 24 pairs of gloves & mittens.

There will be many happy hearts as these donations are provided to individuals in both Muscatine and Louisa Counties.



#MPWpowerplantemployeesrock

Out of town for an extended period of time? MPW's **EZ Hold** service is the quick and simple way to temporarily suspend cable and/or Internet service.



Just call us — **no appointment, no disconnection and no reconnection fee**. For \$5 per month, we'll leave everything in place and put your account on hold. When you're ready, just call and turn everything back on!

To learn more or to get started, call 263-2631.

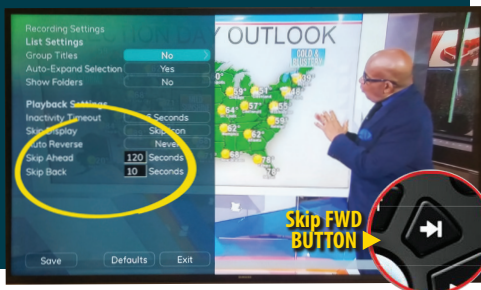


Skip ahead 5 minutes

Have you been missing the 5 minute (300 second) skip on your recordings or restarted shows? The feature is making a comeback due to its popularity.

Until that is implemented, here is a way you can customize and utilize the Skip button!

Press **MENU** | then **SETTINGS** | then **RECORDINGS**. Change the Skip ahead number from 30s to 300s (or whatever number you like). Now your Skip will be 5 minutes at a time. Handy for skipping in long recordings like sporting events!



STINGRAY
MUSIC

**THE ONLY MOBILE
MUSIC APP YOU'LL
EVER NEED**

FREE with your TV subscription



PRIVACY NOTICE FOR PHONE & CABLE TV CUSTOMERS

Muscatine Power and Water (MPW) complies with federal regulations for protecting the privacy of personally identifiable information in your account records. For telephone service, federal law refers to these records as "Customer Proprietary Network Information" (CPNI).

Affected records include a customer's subscribed telephone services, billing data, call details, etc.

MPW does not share customer account information with other entities for marketing purposes. MPW itself, 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 or other account information for any other marketing purpose.

The Personal Information Disclosure (PID) section of MPW Communications Service Rules sets forth our policy regarding personal customer information and the Federal Communications Commission and other regulators require MPW to protect your CPNI.

Learn more at:

mpw.org/CPNI

or

mpw.org/CablePID.



Chad
Local HelpDesk Pro

HelpDesk Heroes mpw.org/helpdesk

"Called the HelpDesk this evening with a request for a modem. Chad answered quickly and handled the request immediately, and well. He was nothing but positive and upbeat. A+ service!"

— JT

NEED HELP? WE LOVE TO HELP! CALL 263-2631 • Option 2 • helpdesk@machlink.com

HelpDesk



**OPEN 7 DAYS
6AM TO MIDNIGHT**



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**

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

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