



MPW NEWS

VOLUME 2023 • ISSUE 6

Something GIG is HERE!

We've been hinting at it for weeks and we're excited to launch of 2 Gigabit and 5 Gigabit internet services on our cutting-edge **10G Network** just in time for all your new holiday gear!



Step into the fastest internet speeds - powered by MPW's 10G Network

Building on the success and popularity of the area's first 1 Gigabit service, the launch of our 2 Gig and 5 Gig services further leverages MPW's 100% fiber network and demonstrates the Utility's commitment to providing users at all levels a superior online experience for work, school, entertainment, gaming, and the growing number of connected devices in today's digital homes.



"The demand for faster and higher capacity internet services continues to grow and MPW is meeting tomorrow's needs today."

To help customers meet their growing needs for connectivity, earlier this year, MPW consolidated its internet speeds, boosting bandwidth at no extra charge for many, and lowering the price of 1 Gig internet significantly.



Learn more in this short video: <https://youtu.be/5POAAbFPkEc>

While not everyone will need the new Multi-Gig speeds today, power users have welcomed the addition of 2 Gig and 5 Gig service for the added capacity. But regardless of your demand, all MPW internet packages are powered by our 10G, all-fiber network to ensure everyone can benefit from MPW's advanced technology and world-class speeds matched with MPW's industry-leading reliability.

To learn more, call 263-2631 or visit www.mpw.org/internet today!

Happy New Year, Neighbors!

"Neighbors serving neighbors" is the theme of the 2024 MPW Community Calendar and it features MPW employees who work for you 24/7, 365 days a year.

The FREE calendars are available in the lobby and drive-thru of our business office at 3205 Cedar Street, and at various locations around town.

They go fast! Grab one before they're gone!



This year's hottest gifts all require a great internet connection and MPW makes it easy to save on Internet upgrades as well as special offers on TV, Phone, and WIFI!

Call **263-2631** and ask for our **Black Friday Specials** now thru the end of the year.



for helping us keep them clear!

Our great customers have always done a terrific job helping us keep pathways to fire hydrants and meters clear, and we thank you.

When seconds count, snow and ice can prevent emergency crews and Utility personnel from finding or accessing fire hydrants, electric and water meters.

THANK YOU!

Our Customer Satisfaction Survey is in the books and we appreciate all of you who took the time to give us your opinions.

In the next few weeks, responses will be tabulated and comments reviewed.

Then, we will begin applying your thoughts and suggestions into our work plans for the coming year.



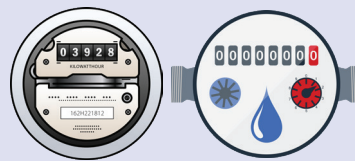
SMART ENERGY PROVIDER

American Public Power Association

MPW is part of an elite group of more than 90 public power utilities nationwide that have earned the Smart Energy Provider (SEP) designation from the American Public Power Association. This marks MPW's third time as a recipient of the recognition, having earned the two-year SEP in 2019, 2021 and 2023.

SEP celebrates utilities committed to serving their customers while taking the extra step to plan for the future.

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 2024 Meter Reading Schedule will be 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



Put communications services on hold

No disconnect/reconnect fee

All equipment stays in place.

Just \$5 per month

Call 263-2631

Gone for the winter? Extended vacation?

MPW's EZ Hold service is the quick and simple way to temporarily suspend communications services (TV, internet, phone). Traveling for an extended period of time? 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!



Super-Efficient Water Heater

Your water heater uses about 20% of your home's energy. By switching to an ENERGY STAR certified high efficiency water heater with heat pump technology, you'll use 70% less energy and save over \$300 every year.

Smart Thermostat

For the average American household, almost half the annual energy bill goes to heating and cooling - more than \$900 a year. While a smart thermostat itself doesn't use much energy, it is an important upgrade because it controls equipment that uses a lot of energy for heating and cooling.

Well-Insulated and Sealed Attic

Making sure your attic is well-sealed and properly insulated is one of the most important things you can do to reduce the air leaks that contribute to energy waste and make your home less comfortable. By properly sealing and insulating your attic, you can improve the comfort of your home while saving up to 10% on your annual energy bills.

For more information, go to
[ENERGY STAR Home Upgrade](#) | [ENERGY STAR](#)



*It's the one gift **EVERYONE** can use!*

MPW GIFT CERTIFICATES

LOBBY • DRIVE-THRU • OR CALL 263-2631

Available in any amount to pay any MPW bill



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.





Ben
HelpDesk Pro

HelpDesk Heroes mpw.org/helpdesk

Ben recently took a call from an impersonator claiming to be a customer.

The caller was attempting to reset their email password and was able to provide sensitive information that would be needed for HelpDesk to make a change such as that. Luckily, Ben felt something was wrong with the call as he has spoken to the real customer before and put the impersonator on hold while calling the actual customer to make them aware of the situation.

Just another reason why it's important to have neighbors serving neighbors.



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

NEED HELP? WE LOVE TO HELP!

Know your Meta Scams

With the holiday season here and all the excitement going around, it's easy to slip up. Especially if you're active on social media, such as Meta (formerly Facebook). Meta has over 3 billion users and is the largest social media platform in the world! Because of its popularity, cybercriminals eagerly try to trick users each and every day to gain sensitive information. That's why we wanted to share with you the top five scams that you could run across on Meta:

1. Who Viewed Your Profile:

Cybercriminals know that most people are curious to find out who is looking at their profile. They might pose as a friend and send you a message or even create a fake advertisement filled with malicious software. The goal here is get you to click on a button in the message or advertisement, which grants the cybercriminal access to your account with the malware you accidentally downloaded when clicking the button.

2. Fake Inappropriate Videos:

Cybercriminals are known to create fake inappropriate videos that contain celebrities. These videos commonly appear as advertisements or even posts from your friends that contain links to watch the full video. If you click the link, you may see a message asking you download the latest "Adobe Flash Player". Once you agree to download, dangerous malware will infect your device, giving the cybercriminal access.

3. Viral Videos

This scam works similar to the one above. Viral videos are extremely popular on social media platforms and cybercriminals know this. The goal here is have you click the fake viral video, where again, a message pops up telling you to update your video player. However, in the background, a virus is being downloaded to your device. The best practice to avoid this scam is to exit the app and search for the video on Google, YouTube, or another legitimate website.

4. Fake Profile Scam

Have you ever received a friend request on Meta from someone you're already friends with? Be careful when accepting this request, as it may be a cybercriminal posing as your friend or family member. They then try to scam you by faking an emergency! Cybercriminals can easily grab people's names and pictures from their actual profile and use that to trick others. If you have any doubts, decline the request and reach out to the person directly to see if the request was legitimate.

5. Romance Scams

Cybercriminals try to create relationships with other users, posing as someone else. Exactly like the scam above, cybercriminals will create a fake profile using someone else's real name and pictures. They will then try and develop a relationship with another user. It's common for cybercriminals to use romantic language and pictures to try and gain your trust in the hopes you reveal personal information or even send money!

Be sure to share this with your family – **especially the elderly**. They are the hardest hit by these scams!



Address: 3205 Cedar St. • Muscatine, IA 52761 **Visit our website:** www.mpw.org.

Lobby Hours: 8 AM - 4 PM; **Drive-thru Hours:** 8 AM - 5 PM, Mon-Fri. **HelpDesk:** 6 AM - Midnight, 7 days a week.

Utility Emergencies: 263-2631, opt 0 (Phones answered 24/7) • **HelpDesk:** 263-2631, opt 2 (6 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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FOLLOW US! https://twitter.com/mpw_tweets