

MPW NEWS

VOLUME 2022 • ISSUE 6

Santa says:



"You're gonna need more bandwidth!"

For many, the holidays bring lots of new internet devices into the home — and the more devices, the bigger the strain on your internet connection. Now's the time to bump up your bandwidth!

MPW is making it easy with money-saving offers to boost your speed and connect more devices. Call and ask for MPW's **Black Friday Special** now thru Christmas. Special offers for new TV, internet, or phone service too! Call 263-2631.

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, MPW's EZ Hold service is the quick and simple way to temporarily suspend TV, internet or phone service.



Put communications services on hold

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

Call 263-2631

Pay your bill and so much more with SmartHub!

Life is fast and hectic, but paying your bill doesn't have to be complicated. With our SmartHub web and mobile app, it won't be. We wanted to take the opportunity to give you some valuable information that will help you prepare for the launch of SmartHub on **January 16, 2023**.

So what is SmartHub and what's in it for you?

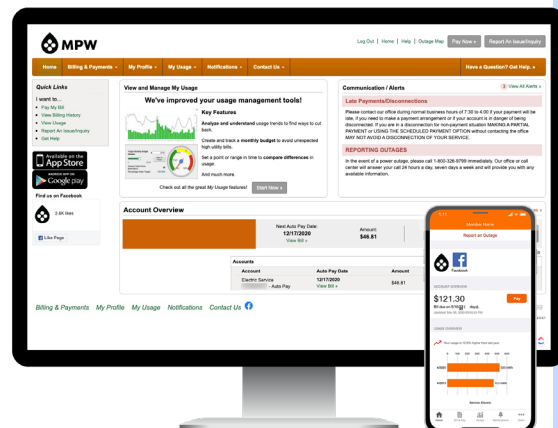
If you've followed **MPW News**, letters and emails from us, you may have already heard that SmartHub is a new innovative tool for us to manage your account. But what you may not know is that SmartHub can help you take control of your account like never before!

SmartHub has several features that make managing your account as easy as possible. Whether via your PC, smartphone or tablet (Android or iOS), you'll be able to pay your bill, autofill your information, get the latest news, contact customer service, receive notifications, and report outages.

As soon as you log in, you'll be able to see your current bill, along with bills and usage statistics from previous months, and making payments through SmartHub is fast and easy. The first time you make a payment, you'll be able to securely store your payment information for future transactions.

SmartHub is also a powerful communication tool, allowing us to send, and for you to view important notices and messages regarding your account and utility services. You'll be able to select how you want to be notified about your bill, including email and text messaging, so you don't miss a thing.

Online or via mobile app, SmartHub also makes reporting a service issue a snap — just let us know about the issue with a few clicks. You can also use the app for customer service requests or questions, but now you can do it from anywhere. Of course, if you want to talk to someone, we'll still be here just as we are today.



AutoPay Customers Please Note

If you are currently set up for Auto Pay, you will be required to re-register for Auto Pay in our new system. **January 15th will be the last day your debit or credit card payment will be withdrawn automatically** and you cannot register for the new system until January 16th. As we approach the launch date, we will have instructions on how to register your account and re-activate your Auto Pay settings.

Watch for further news, instructions, announcements and FAQ's on our website at mpw.org/smarthub. Be sure to check regularly for those updates as we get closer to our January 16th launch date!

Grab one before they're gone!

2023 Calendar Out Now

"Looking Back, Moving Ahead" is the theme of the 2023 MPW Community Calendar. It features photos from the past 122 years of MPW's history.

Calendars are available in the lobby of our business office at 3205 Cedar Street, and at various locations around town.



Muscatine Solar 1: One step closer

Local solar will be a part of the MPW's power portfolio! At a ceremony November 15th, General Manager Gage Huston, signed a Power Purchase Agreement (PPA) with Nokomis Energy for Muscatine Solar 1. The historic event comes after months of planning and negotiation to develop MPW's first utility-scale renewable project in Muscatine.

Support from local industry was key to Muscatine Solar 1 moving forward. Grain Processing Corporation (GPC), HNI Corporation, and Bayer U.S. – Crop Science have each signed on as 'anchor' tenants with a long-term commitment for a share of the output of the new solar project.

Huston stated, "For decades, Muscatine has continued to benefit from having these three great companies operate in our community and their support of the Solar 1 project now allows Muscatine to take a huge step forward in renewable energy growth."

The addition of solar energy to MPW's portfolio aligns with our Strategic Plan to responsibly invest in renewable energy. "Today marks an exciting next step forward in our Powering the Future plan and serves as a major milestone in bringing the Muscatine Solar 1 project to life," said Huston. "While we are still in the initial phases of this project, we want to keep our community updated on this monumental renewable energy investment."

Construction on the 24 MW solar installation is anticipated to begin 4Q 2024 with an operational target of 4Q 2025.

Muscatine Solar 1 also supports MPW's ambitious sustainability goal of reducing carbon emissions by 65% by 2030 while balancing the need for reliable and affordable service of which all its customers rely on. Since 2017, about 5.5% of MPW's customer electric energy needs have been met from MPW's wind portfolio. Muscatine Solar 1 will more than double the amount of renewable energy in MPW's portfolio, with the amount of renewable energy equivalent to an estimated 11-12% of MPW's annual customer energy needs once the project goes into service.

MPW's **Choose Green – Business** program will be rolled out in the coming weeks to all large commercial and industrial customers, giving each of them the opportunity to be a partner in this historic project. Residential and small business customers can sign up for MPW's existing Green-e® Energy Certified program, **Choose Green Muscatine**, and opt to have a share of their energy usage come from MPW's renewable portfolio. Currently, that energy comes from MPW South Fork Wind, but when Solar 1 goes into service, it will become a part of that program as well.

To learn more, visit mpw.org or contact Paul Burback, energy service advisor at (563) 263-3423.



Representatives from GPC, HNI and Bayer look on as the PPA is signed by MPW and Nokomis Energy.



Fiber vs 5G Internet:

Why Fiber is still King

5G or 5th Generation, is the latest in cellular technology, and there has been a lot of talk and advertising from cell carriers about their 5G wireless internet for homes. Yes, 5G is better than 4G for cellular phones, but in a home setting, it simply can't compete with fiber.

First and foremost, fiber gives you the best reliability, and its signal is not dependent on an obstruction-free, line-of-sight path.

5G internet receives a wireless signal and sends that same signal to devices in a home. It's not uncommon for 5G customers to experience slower speeds due to network congestion. Promised 5G speeds also based on how far you are from a local tower or transmitter. A 5G provider would be hard-pressed to match the speed and reliability MPW Fiber offers.

Fiber-optic internet (like MPW's) is directly linked to your home on a dedicated fiber line. Data is run to an optical network terminal (ONT), which establishes your home's internet connection. This means your internet connection is one reliable, continuous beam of light until it passes along to your WiFi or wired router.

With fiber, consistent speed is not a problem with residential bandwidth up to 1 Gigabit per second. Whatever your device count or bandwidth demand, we have a speed to match and our services are more affordable than ever!

Before you sign up for a 5G home internet solution, keep in mind that environmental factors and distance have sent many users right back to their reliable fiber providers.

KNOW YOUR TERMS

5G

The 'G' simply means 'generation', so 5G is the 5th generation of cellular technology. 5G is better than 4G which is better than 3G.

5G E

'5G E' is just AT&T marketing for its 4G network. It will appear in your 4G AT&T phone's status bar, but it isn't 5G cellular.

5Gbps

'Gbps' means 'gigabits per second' and is a measure of bandwidth on a digital data transmission medium. 5G is **NOT** 5Gbps.

5GB

'GB' stands for gigabyte. It describes the memory or disk space of a device where you can store different types of files/data.

5Gb

'Gb' means 'Gigabit' which is one-eighth the size of a gigabyte (GB). Gigabits mostly measure data transfer rates, as in Gbps.

5Ghz

'5Ghz' or '5 Gigahertz' is a radio frequency that is used by many WiFi systems. Routers typically have 5Ghz and 2.4Ghz bands.



Clean Heating and Cooling

Switching to an ENERGY STAR certified heat pump can help you save energy and money during both hot and cold months. More efficient than furnaces or boilers, heat pumps serve double duty with heating and cooling, making this investment pay off year-round.

Super-Efficient Water Heater

Your water heater is the second-highest energy user in your home, using about 20% of a 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. Being smart about how you control your temperature settings will help you save money and stay comfortable in your home.

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](#)

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.



Snow and ice can prevent emergency crews and Utility personnel from finding or accessing fire hydrants, electric and water meters.

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

Earn Rewards with Fans & Friends

Fans & Friends Referral Rewards gives you an opportunity to earn valuable credits by recommending MPW TV, Internet and Telephone services to friends and family who are using competitive products or are currently not served. The referral system is web-based.

Visit mpw.org/contact/ then select Referral Rewards on the menu.

As the name implies, if you're a fan, you're encouraged to share your experiences with the people you know. If they express interest, simply fill out a few details on mpw.org.

MPW Customer Service will contact them with special introductory offers and if your friend signs up, you'll receive a \$20 credit for each primary service they take. You could earn up to \$60 in credits if your tip leads to a new TV, Internet or Telephone customer!

Get details online or call Customer Service at 263-2631.



Be cybersafe this holiday season!

Mobile commerce is projected to grow by almost 20% this year and scammers are specifically targeting smartphone shoppers. Luckily there are things you can do!

• What is the safest way to pay online?

- When shopping online it is better to use a credit card than a debit card. Credit card companies are often more proactive about getting their money back if a fraudulent charge is made, but with a debit card, you'll have to argue the case with your bank, and you could have more liability.
- Payment sites like PayPal offer additional security layers with end-to-end encryption, 2-factor authentication (2FA), and purchase protection.
- If you want to be extra secure, you can load up a prepaid card to use for your online shopping – that way, if the card is compromised, you're only out the money you put on it.
- TIP: regardless how you are paying, always make sure the retailer's URL includes the 'https://' at the beginning. This helps to ensure that the page is secure and your data can't be intercepted.



• What are the most common holiday scams to watch out for?

- Non-delivery and non-payment scams are the two most common holiday shopping scams, according to the FBI.
- These scams are just what they sound like; in a non-delivery scam, the items you "purchased" never show up because the scammer never had them in the first place. A non-payment scam is the flip side of this, where a cybercriminal (or other Grinch!) orders something but doesn't pay for it, leaving the seller to foot the bill.
- In addition to shopping scams, charity scams tend to increase during the holidays as cybercriminals try to take advantage of the season of giving. If you receive a call or an emails about donating to a charity, make sure you pause before making a gift – it's always safest to research the organization and donate through a vetted source instead of giving right there and then.



Rosa
HelpDesk Pro

HelpDesk Heroes mpw.org/contact

"... I had a personal internet issue at my home this week. The MPW customer service was excellent, Rosa went out of her way to call me back to let me know that all had been repaired and I was good to go. So, again, great job MPW."

- W.J.

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



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

Invite Karaoke Channel to your Holiday Party



If you have MPW TV and a set-top box, you can sing karaoke any time you want!

Why rent or buy complicated karaoke machines when you have Stingray Karaoke On Demand?

The service is FREE, easy to use and offers a wide selection of Rock, Pop, Country and more, including current hits, golden oldies, even Christmas Music!

Using Karaoke Channel is easy too! Use your remote control to select and play the karaoke videos you want. Lyrics are displayed right on your TV.

To access all the fun, press ON Demand on your remote, then look for Stingray Karaoke in the Music On Demand folder.



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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