

MPW NEWS

VOLUME 2022 • ISSUE 4



INTRODUCING
SMARTHUB

COMING
DECEMBER
2022!



ON THE GO
AND IN
CONTROL

MPW is excited to introduce SmartHub, launching at year's end. This new web and mobile app will allow our customers to do business with us like never before.

- **Manage your account**
- **View and pay your bill**
 - With SmartHub, you'll be notified when your bill is due and you can pay securely online or in the app, anytime, anywhere.
- **Report service issues**
 - Notify us through the app when you experience service outages.
- **Receive important notices**
 - Be in the know with alerts for service work, news, promotions, and events.

...all in the palm of your hand and online.

Customer Appreciation Day 2022

We sure hope you had fun!

What an incredible day we had on Saturday, June 18th celebrating Customer Appreciation Day 2022! We enjoyed meeting and talking to all of you, as you interacted and participated with our displays, games, and demos.

Thanks to everyone who attended to help us celebrate our milestone anniversaries.

We can't wait to see you all at the next one!



Help us celebrate the first week of October!

100 Years of Local

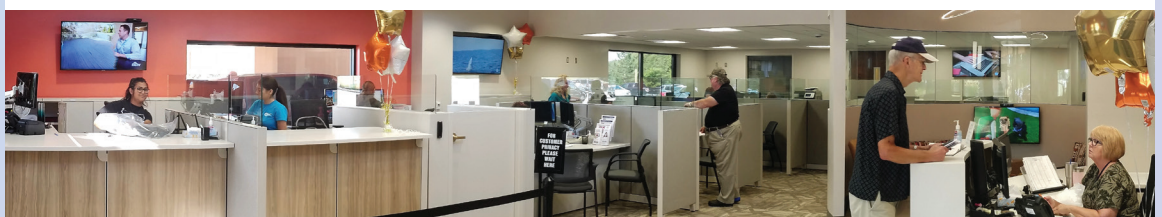
The first full week of October is set aside each year as both **Public Power Week** and **Customer Service Week**.

As a community-owned, not-for-profit utility, MPW joins more than 2000 utilities across the country and their communities to celebrate the benefits of living in a public power community and this year we have something extra to celebrate — 100 years of providing our neighbors with electrical power!

The people behind public power (your MPW staff) take pride in serving our friends and neighbors with one of their most essential needs. And as we look to our future, our promise to customers continues to be reliability, affordability, flexibility, and sustainability. You can learn about our balanced approach to **Powering the Future** at: www.mpw.org/electric/powering-the-future/.

Excellent customer service is essential to success, in fact, it's one of MPW's core values. And it's not just for customer service representatives. Every MPW employee is focused on providing customers the best experience across all three utilities.

Congress proclaimed a national event in 1992 and we join businesses nationwide in renewing our commitment to our customers.



Line 106 - *Energizing the Future*

MPW's Powering the Future initiative is nearing a milestone with the energizing of Line 106 - the Utility's 161 kV transmission project. The value Line 106 brings to our area is significant. Power generation is evolving. The addition of more renewable resources coming online and the decommission of fossil-fuel plants require a more robust energy transmission network. Line 106 will be in use for decades providing reliability and flexibility to all utility customers in our region. This investment in our power infrastructure fortifies Muscatine's energy security and provides value for generations.

WEST SUBSTATION



NORTH SUBSTATION



Line 106 will connect MPW's West Substation with MPW's new North Substation. From there it will interconnect with the power grid near Davenport.

SPARKing Interests

For the second year in a row, 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 were able to learn how to stay safe around electricity. They also 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 educate these young minds and show them a little bit of what we do.



Summer interns grow and develop

MPW has enjoyed having four amazing interns throughout the utility, this summer. Working closely with utility veterans, these future leaders have been utilized in real-world settings while beginning to build and develop strong fundamentals that will only continue to grow throughout their careers.



Alondra Aceves
Marketing Intern
UNI
Junior Majoring in
Marketing;



Ian Louis
Engineering Intern
ISU
Freshman Majoring in
Electrical Engineering;



Gage Rosenkild
Metering Intern
NICC Freshman Majoring
in Industrial &
Commercial Wiring;



Jacob Steffens
Tech Services Intern
ISU
Sophomore Majoring in
Electrical Engineering;

MPW is proud to provide a professional and educational environment for our interns and want to wish all of this year's interns the best of luck in their bright future!

Energy Tips: *Knowledge = Savings*



Review these tips and links below to learn more about some steps you can take to be more energy efficient!

Install window coverings to prevent heat gain through your windows during the day. About 76% of sunlight that falls on standard double-pane windows enters to become heat. Window coverings can help with this energy loss and lowering energy bills.

- **Find out more about window treatments and coverings that can improve energy efficiency.** ([Energy Efficient Window Coverings](#) | [Department of Energy](#))

When you shower or take a bath, use the bathroom fan to remove heat and humidity from your home. Your laundry room might also benefit from spot ventilation. Make sure bathroom and kitchen fans are vented to the outside (not just to the attic).

- **Find ENERGY STAR ventilating fans.** ([Ventilation Fans](#) | [ENERGY STAR](#))

Consider lighting options that operate at cooler temperatures. LED lights have the potential to fundamentally change the future of lighting and knowing when to turn off your lights will only improve your bulbs cost effectiveness.

- **Learn more about your options for efficient lighting** ([LED Lighting](#) | [Department of Energy](#))
- **Find out when to turn off your lights.** ([When to Turn Off Your Lights](#) | [Department of Energy](#))



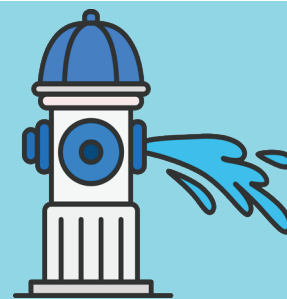
2021-2022 Water Consumer Confidence Report (CCR)



Available NOW!

www.mpw.org/water/water-quality-report/

SCAN HERE



FALL HYDRANT FLUSHING

Sept 26 thru Oct 21

MPW'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:

<https://mpw.org/water/hydrant-flushing-map/>



Scott

HelpDesk Heroes

A customer called our HelpDesk needing help with her TV. After troubleshooting the issue, Marilyn wanted to let us know that it's nice to have someone help out who is quick, efficient and most of all, friendly.

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

mpw.org/help



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

Stay in the know: Understanding Vishing



Cybercriminals not only use the internet and email to gain access to sensitive information, they use telephones to their unlawful advantage. Vishing is any type of message, such as text, phone call, email - that appears to be from a trusted source, but isn't. The objective is to steal someone's personal information or money.

How it Works:

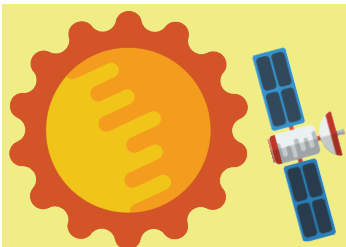
Criminals have the ability to call from a blocked, "spoofed," or private number, making it easier to pose as a friend, an authority figure, or a family member to try and gain your private information.

Don't Fall for These Phony Attempts

Think twice about giving out personal information to someone who claims to know you, unless you initiated the call yourself and you are certain the number called was valid. If someone contacts you requesting sensitive information, always verify that the source is legitimate before providing the information. Vishing is not limited to gaining data from your personal life, as vishers are also known to prey on your employer information. Remember to stop, look, and think before answering unfamiliar numbers, or before calling phone numbers you see in emails, internet ads, or pop-ups.

How do you protect yourself?

- Don't pick up the phone
- Hang up
- Verify the caller's identity
- Join the **National Do Not Call Registry** (See below)



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 14

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.



WHY WE TRIM TREES

Most downed power lines are caused by tree limbs taking them down in high wind or storm conditions.

That's why MPW has an ongoing, everyday program to seek out tree trouble BEFORE it happens. Keeping power lines clear of interfering branches is one of the many proactive steps MPW takes to maintain our industry-leading electric reliability record.

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.



Watch TV Everywhere features over 80 networks. Those in your subscribed tier are included with your TV subscription. Live and On Demand content is available 24/7, anywhere you go, via your PC, laptop, tablet, or smartphone, wherever you're connected to the internet.

Learn more at <https://mpw.org/tv/streaming-video-music-apps/#watch-tv-everywhere>



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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