

2023 Calendar COMING SOON



"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 will be available in the lobby of our business office at 3205 Cedar Street in mid-November, and at various locations around town.

ORDER
[HIT MOVIES
ON DEMAND]
WITH



**NEW MOVIES
MONTHLY!**



MPW NEWS

VOLUME 2022 • ISSUE 5

New customer information and billing system!

MPW is excited to announce the launch of a new customer information system later this year, replacing the current system in use since the 1990s!

This change will allow MPW to provide an enhanced customer experience by making better use of technology. The new customer information system will have many new features we know you'll appreciate:

- A new, shorter account number.
- A fresh, new, easier-to-read bill design.
- Easier access to billing history and improved online payments.
- SmartHub — an app, to manage your account, quickly pay your bill, report outages, receive notifications and more.

After months of planning, implementation has begun. Over the next few months, we will be communicating important information to you and want to ensure you receive it.

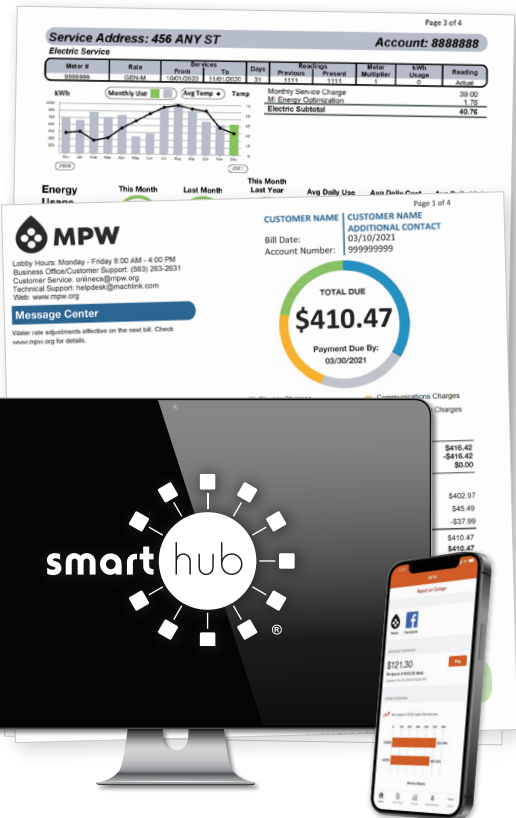
It's critical that we have current and accurate contact information for all customers. So, to help the transition go as smoothly as possible, MPW needs your assistance in confirming the best ways to reach you. **Watch your mail for a special letter requesting your updates.** If you missed the letter, you are welcome to contact MPW Customer Services at 263-2631 (option 3) to update your contact information by phone. You may also update online at <https://mpw.org/myinfo/>.

Having current information will also enable new features, like email and text notices for maintenance and outages that may directly affect your utility services. The target transition date is in December 2022. At that time, **all customers will be assigned a new account number.** This will require you to update any autopay information with your financial institution to guarantee there are no disruptions.

Watch your mail, email, MPW's [Facebook](#) and [Twitter](#) pages, and texts for communications from the project team.

Throughout our system change:

- We will still be here by phone, email and in person to help you
- If you receive a paper bill today, that will continue



New look paper bill packed with information, plus new online access and an app for greater access and control from anywhere!

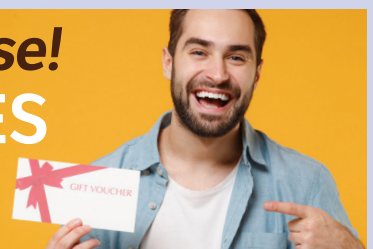


MY INFO

The one gift **EVERYONE** can use! MPW GIFT CERTIFICATES

Available in any amount to pay any MPW bill

LOBBY • DRIVE-THRU • OR CALL 263-2631



Line 106 - Energized

It was MPW's first transmission line build in 40 years and we'd like to thank community and business leaders who gathered with us Friday, September 9th, for a ribbon cutting and ceremonial energizing of Line 106. With it connected to the electrical grid, the new line will provide reliability and flexibility to all utility customers in our region.



Learn more: View Line 106 slideshow/video on our Facebook page at <https://fb.watch/fExmTKAjw6/>



Thermal Energy Inspections Available



Winter's coming! Now's the time to schedule a thermal energy inspection. A thermal image of your home can help identify energy loss.

A trained specialist will use an infra-red (IR) camera to locate insulation voids, air leaks, moisture intrusion, thermal bypasses, and thermal bridges without opening up your walls or ceilings for inspection. Fall is a great time to have this done because ideal conditions are when there is a difference of 18 degrees between the inside and outside temperatures.

To schedule a free energy inspection, please contact Energy Services Advisor, Paul Burback at 563-262-3423.

CYBER SAFETY TIPS: Why You Should Read Privacy Policies

If you create an account on an organization's website, you may be prompted to read and accept a privacy policy. A privacy policy outlines the ways that the organization can access and use your personal information. It's important to read the privacy policy so that you are aware of how the organization may use your personal information.

Before you accept the terms of the privacy policy, ask yourself the following questions:

Who Can Access Your Information?

The privacy policy should tell you who will be able to access your information. The organization may just use your information to improve service, or they may plan to share your information with other third-party organizations. If the privacy policy informs you that other third-party organizations will be able to access your information, research these organizations and find out why your information will be shared with them.

What Information Will the Organization Collect?

The privacy policy should also tell you what information the organization will collect and why they will collect this information. The organization may want to collect many types of personal information, such as your internet activity or purchase history. Be suspicious of any organization that asks for information that isn't necessary to operate. For example, don't give an organization permission to track your location if they don't need your location to perform a specific task.

How Will the Organization Collect Your Information? How Can You Change Your Privacy Settings?

Lastly, the privacy policy should tell you how the organization will collect your information and how you can change your privacy settings in the future. If you know how the organization collects your information, you may be able to figure out when the organization will collect your information. For example, an organization may collect information about you whenever you access their website so that they can remember your device in the future. You also need to know how you can change your privacy settings. If you decide you no longer want to share specific information with the organization, you may have to change your privacy settings.

The next time you have to read a privacy policy, ask yourself the questions above. It's important to know how organizations access and use your personal information so that you can protect your privacy.



Help as winter approaches

Financial Assistance Resources:

MPW is proud to be part of an amazing community that always makes an effort to help those in need during the long winter months and all year long. We even have our own program for heating assistance — **Project Share** (see below).

Our customers are very generous year in and year out, providing needed support for their neighbors. Some have even used MPW Gift Certificates to help family and neighbors with their utilities each winter.

The Utility also has a long history of working with customers to develop payment plans and referring those in need to community and government resources.

In addition to Community Action of Eastern Iowa, the Salvation Army is an excellent resource and both continue to be engaged in doing good in the community all year-round.

There are several different financial assistance programs designed to give customers relief in difficult situations, including:

- Low Income Home Energy Assistance Program (LIHEAP). Apply through Community Action <https://www.caeiowa.org/>
- Low-Income Household Water Assistance Program (LIHWAP). Apply through Community Action <https://www.caeiowa.org/>
- The Affordable Connectivity Program (ACP) <https://mpw.org/internet/affordable-connectivity-program/>



SCAN FOR
COMMUNITY
ACTION SITE



SCAN FOR
ACP SITE

We hope that you, too, will help spread love and holiday cheer. Thank you for being a great neighbor.



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

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)

ATTENTION: RESIDENTIAL CUSTOMERS!

NEED HELP WITH YOUR HEATING BILL?

The 2022-2023 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, 2022 to April 30, 2023.
- **All other households**:
November 1, 2022 to April 30, 2023.

WHAT TO TAKE:

- **Proof of Income** (for all household members age 18, 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	\$27,180
2	\$36,620
3	\$46,060
4	\$55,500
5	\$64,940
6	\$74,380
7	\$83,820
8	\$93,260

For households with more than eight members, add \$9,440 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.

Be ready for winter and start saving now!

• Reduce the use of your AC unit.

As the nights cool off, give your AC a break. Open windows during the night to let the cool air in and close them up and pull the shades during the day to keep the heat and the sun's rays from warming up your home.

• Check for cracks, leaks, and drafts.

Before it gets too cold, it's important to check all your doors and windows for air leakage that could keep your heater running overtime. Air leakage occurs because of cracks or gaps in windows, doors and walls and can lead to higher monthly energy use. If your front or back door has space between it and the floor, add weather stripping to the bottom or use caulk to seal the gap. This will prevent excess heat from escaping and could keep your heater from running. Also, be sure to check out the exterior of your home – it's common to find gaps or cracks around windows, doors, gas lines, AC refrigerant lines or where different building materials meet. (See article: "Thermal Energy Inspections Available" on page 2)

• HVAC Maintenance: Maintaining your HVAC system can save you money on your utility bills and improve comfort.

- Check your furnace's air filter once a month, especially during the heavy-use months of winter. A dirty filter slows air flow, making the system work harder which wastes energy. If it's dirty, clean or replace it.
- Sealing and insulating air ducts, especially those in your attic or crawlspace, helps keep the heat where you want it and can improve your HVAC system's efficiency by as much as 10%.
- Consider a yearly professional tune-up of your HVAC system.
- If you need to replace your HVAC system, ask your contractor about ENERGY STAR certified units. And make sure that your new energy-efficient unit is properly installed for maximum savings.



HelpDesk Heroes - Teamwork Edition mpw.org/help



"...you've come to my rescue once more and I do not want it to go unsaid. Your team is amazing! From signing up for service, to the install date...they are ALL amazing! I feel like they have consistently gone above and beyond and I'm so lucky to now have internet through you." - G.W.

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



Headed South for the Winter?

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!

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



PRIVACY NOTICE FOR PHONE & CABLE TV

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: <https://mpw.org/media/CommunicationsServiceRules.pdf>.



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

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

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