

F E B R U A R Y / M A R C H 2 0 1 9

N M E P W S

Hydrant Flushing

April 15 thru May 10



Each spring and fall, MP&W crews systematically flush all hydrants to remove the build up of sediment and to ensure all fire hydrants are in good working order.

While we're flushing in your immediate area, discoloration of water is possible, and we advise that you avoid doing laundry or using hot water.

Additionally, motorists should keep an eye out and be cautious around temporary standing water on pavement.

Notices specifying daily locations will appear on Facebook and mpw.org each day. To receive them, **LIKE** [facebook.com/MPWutility](https://www.facebook.com/MPWutility).

MP&W Lobby Closed April 19

Please note that MP&W's Business Office at 3205 Cedar Street will be closed **April 19th** for Good Friday.

Utility emergencies will continue to be handled 24/7. Our HelpDesk personnel will be available from 6am to Midnight at **263-2631** to handle technical and customer service issues.

Huston named MP&W General Manager

A familiar name will be taking the reins of Muscatine Power and Water this spring as Gage Huston, the Utility's Director of Power Production and Supply, steps into the General Manager's position being vacated by the retirement of Sal LoBianco. Following a nationwide search begun last July, the Board of Water, Electric and Communications Trustees extended the offer which was accepted by Huston.

"I'm honored to have been selected by the Board and hope I can fill the huge shoes that Sal will be leaving empty," said Huston. "Fortunately for me, I've had the pleasure of watching and serving under him for 16 years and have that experience to rely on as we move forward."

The Board retained Mycoff, Fry, and Prouse, LLC to conduct a nationwide search and delivered a long list of candidates to the Search Committee in October. Interviews were conducted with multiple candidates in December and January.

"We were impressed with the candidates presented for our consideration," said Keith Porter, Board Chairperson. "We interviewed several candidates with General Manager/CEO experience in



Gage Huston



Sal LoBianco

multi-utility companies like ours, but in the end, we felt Gage was the best fit to lead MP&W into the future."

Huston and LoBianco will use the time between now and April 1 to plan for the orderly transition of General Manager responsibilities. The Board extended its appreciation to Mr. LoBianco for his 39 years of service; not only to MP&W, but the community at-large. A retirement celebration for LoBianco is being planned for later this Spring.

Huston, originally from Durant, makes his home in Muscatine along with his wife, Sara and their daughters. Over his 16 years with MP&W, he has been active in several non-profit organizations and currently serves on the board of Muscatine Charities and Big Brothers Big Sisters Advisory Committee.

Reinforcing our Commitment to Reliability



(L-R) Tim Reed, Sal LoBianco, Mayor Diana Broderson and Erika Cox officially open the NOC

MP&W's newly reinforced Network Operations Center (NOC) is officially open.

The Utility's Core Value of Reliability was the driving force behind this major construction project to build a hardened shell around the NOC, which houses critical (NOC, cont. P4)

For Lineworkers, learning never stops

With National Lineman Appreciation Day coming up April 18, we thought we'd throw the spotlight on our own dedicated group of lineworkers.

The appreciation day celebrates the hard work, innovation and dedication of electrical lineworkers — recognized as one of the top 10 most dangerous jobs in the U.S. Despite the danger and weather conditions they work in, they can always be counted on to keep your power on.

Pictured here, our line crews participated in a hands-on training in January with an instructor from the Iowa Association of Municipal Utilities (IAMU). While our crews were familiar with the configurations that MP&W uses daily, in the class, skills were refined and they were offered hands-on training with different connections they might find in other communities while providing mutual aid and/or storm restoration.



Robert Walker and Neil Gaunt work with scale model power pole



DEADLINE: March 31 • 2018 Energy Efficiency Rebates

If you purchased qualifying appliances, AC equipment or even LED light bulbs in 2018, you may have a rebate coming! But you must claim 2018 purchases by March 31, 2019.

Find the rebate form at mpw.org/residential-rebates. Fill it out and return to MP&W Energy Services for a credit on your bill!



Set it and forget it!

MP&W Auto-Pay sets you free!

RECLAIM YOUR TIME • NEVER MISS A PAYMENT • GO PAPERLESS

Reclaim your time with MP&W AutoPay

Face it, you're busy. Between work and family and school and activities, it's a wonder we get anything done. But technology is amazing, and it can give you a few less things to worry about.

Take MP&W **Online Billing** with **AutoPay** for example. If you pay by mail or in person now, you can **eliminate** a monthly errand! Even if you use your bank or mpw.org to pay online now, AutoPay **automates** the process so you have one less bill to review — just set it and forget it. Other options include: paying by text, email or phone, as well as going completely paperless!

Signing up and getting started is easy. Just click "Pay Your Bill" at the top of the mpw.org homepage. Use your MP&W account number email address to register. Need help? Contact Customer Services at 263-2631, option 3.



Rob
Local HelpDesk Pro

HelpDesk Heroes mpw.org/helpdesk

"My old router had gone bad and I was having trouble getting the new one set up. I called NetGear but didn't understand what they were saying. So, I called the HelpDesk and Rob walked me through what needed to be done and was able to get me online. This is the best service I've gotten in a long time!"

— Don F., M

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



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

Power out? Interact and Report!

Outage reports from our customers are always helpful to us as we work to restore power in an emergency. On MPW.org, we've recently introduced our new [outage map](#) — an interactive web application you can use to see where electric outages may be occurring throughout the community or in your neighborhood. You'll also find tips to check if your power is out. You now have the option to report an outage online — just fill out a short form on our [Report an Outage](#) page.



Report outages and track restoration efforts from your desktop or mobile device!

Muscatine Power and Water ENERGY Smarts

WINTER WHY-NOTS

Why not open your curtains during the day to allow the sun to shine in and warm your home? Close them at night to hold in the heat.

Why not use a programmable or smart thermostat to lower your home's temperature when nobody is home?

Why not lower your thermostat at night and let those blankets do the work?

Energy Smarts is a FREE energy conservation eNewsletter and it's packed with great tips.

If you're not receiving it, call MP&W Customer Services at 263-2631 and provide us with your email address, or self-register at:

mpw.org/energy-smarts



Groundhog Wisdom

The shadow's been seen, but just because spring is coming doesn't mean we're out of the woods yet. Here are some helpful reminders about making the transition from winter to spring:

- 1. Watch for water main breaks** - shifting ground from freezing and thawing can cause mains to crack. If you spot water on the surface in the right-of-way, call us.
- 2. Temperatures can still drop; pipes can freeze** - If you're going to be away, keep your home heated to at least 55 degrees.
- 3. Be careful with space heaters** - Use only heaters with a tip-over safety switch. Place only on hard level surfaces at least 3 feet from flammable materials.
- 4. When you see your bill, remember how cold it was** - Your Electric bill represents usage from the last 30 days. Don't forget how cold it was and for how long. Furnaces run more to keep up and space heaters add to your kilowatt hours.

NOC Ribbon Cutting (NOC, cont. from P1)

communications gear for Internet, TV and phone services.

The new hardened shell provides protection from high winds up to 250 mph! Additionally, the overhead power supply to the NOC was bored underground to provide a seamless, uninterrupted power supply in the event of an emergency.

The project, to structurally strengthen the NOC began in May 2018. GMCCI member companies, community leaders, and Utility employees gathered February 19th to officially open the reinforced NOC and to view photos and other visual aids chronicling the various stages of construction.

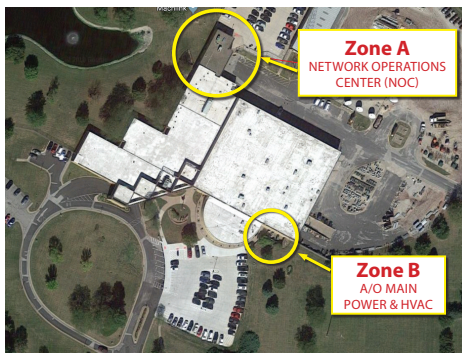


MP&W Information Technology Manager, Greg Maiers (center), discusses NOC improvements with GMCCI Ambassadors.

NETWORK OPERATIONS CENTER RELIABILITY PROJECT

MP&W installed
Tornado Resistant
walls and roof at

2 Locations



NETWORK OPERATIONS CENTER RELIABILITY PROJECT

As part of the project,
existing overhead power
circuits to the NOC were
placed underground for
tornado protection,
requiring approximately

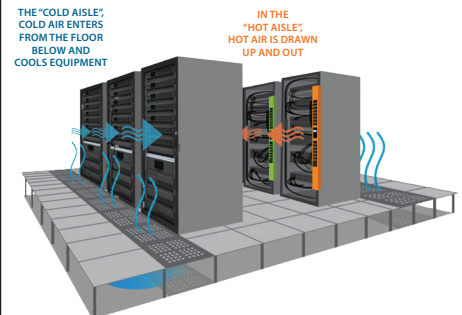
700 Feet
OF DIRECTIONAL BORING



NETWORK OPERATIONS CENTER RELIABILITY PROJECT

NOCs Get Hot!

Air conditioning capacity
was increased. 2 new units
were added and were
placed within the new
reinforced structure



The 2019 NCAA Men's Basketball Tournament begins March 19th

Watch every game live on MachLink TV and many of them via **Watch TV Everywhere**. The bulk of the tournament games will be shown on TBS, TNT and truTV with select match-ups on CBS. MachLink TV is your home for sports every day and the NCAA Tournament is no exception. Once the teams are selected, use your on-screen guide and search function to find the games you want to watch.



**Muscatine
Power and Water**

3205 Cedar St. • Muscatine, IA 52761 Visit our websites: www.mpw.org and www.machlink.com
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**, opt 1 • **HelpDesk** 263-2631, opt 2
Customer Services 263-2631, opt 3 • **Phones answered 24/7 • 24-hour payment drop box**

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