



# MPW NEWS

VOLUME 2024 • ISSUE 4

### In this issue:

- Affordable Rates
- MPW Focus Group
- MPW School Visits
- Important Notices

### AFFORDABLE RATES

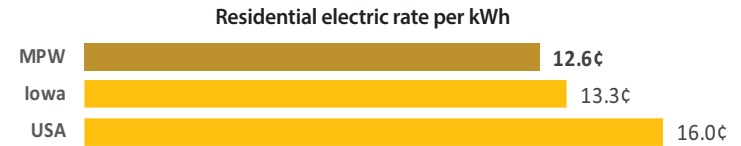
## Helping our neighbors save money

At MPW, we know competitive rates for our services is an important factor of choosing to live and do business in Muscatine. We regularly benchmark our rates against others to ensure they are in-line with other providers and ideally, below state and national averages.

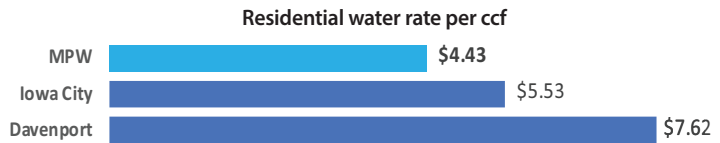
Being a municipal utility, we don't have to inflate our rates to pay shareholders, and any net income is reinvested back into each utility so that we may continually evolve our services to meet the changing needs of our customers and continue to provide highly reliable services.

There are many components that make up an electric or water bill — energy/commodity charge (per kWh or CCF), facilities charge, energy adjustment charge, etc. When we benchmark our rates, we consider the total cost to provide services so you know "all-in" how we compare. Costs are increasing everywhere and for everyone, but we're proud that our electric, water, and communications rates always compare very favorably. We wanted to share this good news with you.

## RESIDENTIAL RATE COMPARISONS



USA and Iowa rates per Annual Electric Power Industry 2023 EIA 861 Report ([www.eia.gov](http://www.eia.gov))



CCF= 100 Cubic feet

For fair comparison, rates shown are "all-in" and contain the energy or commodity charge (per kWh or per CCF), along with facilities charge, energy adjustment charge, etc.

### MPW FOCUS GROUPS

## Your thoughts. Our direction.

In last fall's customer satisfaction survey, we received valuable feedback which pinpointed opportunity areas. Our next phase is organizing in-person customer focus groups to gain deeper insights into the survey results and to better understand these opportunities.



With a 22% participation rate, nearly one in five customers shared their opinions about their experiences using the services we offer.

The focus groups will add a more human dimension to the online survey answers via direct conversations with each group.

MPW's mission is "to provide best-in-class utilities through exceptional local service". Through proactive listening, MPW leaders and staff will gain a clearer sense of customer needs which will suggest tangible steps toward process improvements and elevating each customer's experience. A cross-section of survey participants will receive invitations this summer.



## MPW CAN HELP

Many roofing, siding and/or painting projects can put you or workers dangerously close to power lines.

For your safety, MPW provides protective electric line cover-ups, assistance with mast flashing and other **FREE** services.

For more information, call MPW Engineering at 262-3322, Monday thru Friday 8am to 2:30pm.

**WE KEEP EACH OTHER SAFE** 



The annual **Water Consumer Confidence Report** (CCR) summarizes the quality of the water we provided in the last year, including where your water comes from, what it contains, and how it compares to standards set by regulatory agencies. The new CCR will be available online no later than July 1. For a detailed look at the report visit <https://mpw.org/water/water-quality-report/>. Printed copies will also be available in our lobby. If you require a printed copy and cannot either print one online or visit us in person, please call Customer Service at 263-2631.

# Real. Local. Solutions.

Our recent customer survey confirmed that affordability and reliability are the two key things that drive your satisfaction with MPW. On page one, we showed you how we're focused on keeping your utility rates low while maintaining our award-winning reliability record. As we plan for Muscatine's energy future, those two factors will continue to lead our decision-making, along with sustainability and flexibility.

Three years in, our Powering the Future (PTF) strategy is transforming how electricity is generated for our community, and significantly reducing CO<sub>2</sub> emissions as we planned. Over the next few years we'll be adding to our sustainable resources with MPW Solar 1, continuing to phase out coal-fired generation, and adding an efficient and low emission, natural gas-fired generation resource known as a combined heat and power (CHP) unit.



We also learned from your survey answers, that while some of you support a move toward more renewable energy, the great majority of electric customers made it clear you do not want to pay higher rates to get there. PTF's balanced approach is a direct result of years of study by leading industry engineers and scientists, along with your local power experts, to build a generation portfolio that's economically sound, positions the community for further growth, and meets environmental goals, while providing the flexibility to embrace new technologies as they arise.

The Utility continues to work toward the necessary regulatory and interconnection approvals to add both Solar 1 and the CHP unit to our generation fleet. As always, we will share news of our progress with you as it moves forward.



MPW employees from various departments regularly participate in classroom activities with students throughout the Muscatine Community School District. Water operators made the rounds to every 5th grade class recently, educating students about where our water comes from, and their crucial roles in delivering it. Meanwhile, 4th graders learned about the potential hazards of electricity and how to stay safe around power lines and other electrical appliances with our Mr. Sparky electrical safety demonstration presented by MPW Safety and Transmission & Distribution (T&D) workers. We love these opportunities to teach and prepare these future MPW customers.



## Keep 'em Hydrated!

Community groups, invite the MPW Hydration Station to your next event! With 6 faucets and 2 water fountains, the station is the perfect place to refill your bottles. It even has a dog bowl! Call MPW at 263-2631 or scan the QR Code and select Hydration Station to reserve it for your event.



Address: 3205 Cedar St. • Muscatine, IA 52761 Visit our website: [www.mpw.org](http://www.mpw.org).  
 Lobby Hours: 8 AM - 4 PM; Drive-thru: 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://x.com/mpw\\_tweets](https://x.com/mpw_tweets)