



MPW NEWS

VOLUME 2024 • ISSUE 2

New Format!

- More timely!
- Published every month
- Quick Read!
- Two streamlined pages

MPW Customer Survey

Thank you for your feedback!

Last October, we partnered with Beyond Feedback® to conduct a customer satisfaction survey aiming to gauge your opinions of our water, electric and communication services.

The response surpassed expectations. Nearly one in five customers responded — a remarkable 22% participation rate, surpassing industry standards by far!

AND THE SURVEY SAYS...

One of the most interesting things we learned from the survey results is that the MPW News is the number two preferred method for customers to receive information from us.

Based on that feedback, we've converted this

newsletter from a bi-monthly publication to monthly so the information you receive will be more timely. Your opinions are already helping us improve processes. Thanks for sharing.

HYDRANT FLUSHING

**APRIL 8
THRU
MAY 3**

Scan QR code to view the flushing map!



mpw.org/flushing-map

MPW performs hydrant flushing to help remove sediment from water mains, to verify operations of hydrant valves, and ensure adequate water flow in the event of a fire emergency.

Operators perform hydrant operations weekdays from approximately 7:30am - 4:30pm.

We post daily updates on streets that may be impacted on our Facebook page and update a Hydrant Flushing map showing areas completed and which areas are next.

AVOID DOING LAUNDRY ON FLUSHING DAYS IN OR NEAR YOUR NEIGHBORHOOD

TIP Flushing stirs up mineral sediment in water mains and the sediment could discolor light-colored clothing. Also avoid running hot water, as these sediments can accumulate in your water heater causing longer-term discolored water. Before filling a drinking glass, doing laundry or running hot water, flush your taps by running cold water for a few minutes. When the water runs clear, proceed with your activities.

 <https://mpw.org/help/video-why-hydrant-flushing-is-important/>

AVOID COSTLY SURPRISES

Optional Service Line Protection

This is your semi-annual reminder that water and sewer service lines from the main to the meter belong to the homeowner. The Utility oversees water mains. Any breaks, damages, and/or repairs to the interconnection are the homeowner's responsibility. These repairs often catch homeowners off guard and result in significant expense, up to thousands of dollars.

For several years, **Service Line Warranties of America (SLWA)** has offered protection programs, without service fees or deductibles, to customers of MPW for Water Service Lines and Sewer Service Lines. They are an independent insurance company that MPW has vetted and found to be reputable. In fact, **SLWA has paid MPW customers over \$683,000 on 284 covered repairs** since starting coverages in our area!

Twice a year, SLWA sends coverage options and information by direct mail to local households. Nearly 1,200 local customers take water and sewer coverage. If repairs are needed, a call to SLWA's 24-hour hotline dispatches a local, licensed contractor. Be sure to first check your homeowners policy to see if your water and sewer service lines are already covered by it.



SLWA coverage is completely optional. You are under no obligation to buy.

MPW receives no benefit from the sale of these warranties. To learn more, visit www.slwofa.com or call 1-866-922-9006

MPW STORM TEAM:

Prepared for spring weather

If and when weather events threatens the reliability of your utility services, MPW's Storm Team is always ready. Immediately, your local Customer Service Team joins with System Control Operators to manage customer inquiries and organize storm response and repairs by Line Crews in the field. Restoring service as quickly and safely as possible is our top priority. We respond around the clock, 24/7/365.

With new interactive tools for detecting electrical and communications outages, we can dispatch lineworkers and technicians more quickly. Our online electrical outage map gives customers a real-time look at affected areas to save you a call and our **SmartHub** app offers a quick way to report and view outages. On mpw.org, you'll find an alert banner on our home page with further instructions.

Regular updates will also be posted to our Facebook page, so be sure to like and follow.



SNAP THE QR CODE OR VISIT mpw.org/outagemap
CHECK THE OUTAGE MAP FIRST BEFORE YOU CALL!



If you see down lines, sparking wires, or poles or transformers on fire, they should be reported by phone to **263-2631, option zero**, via **SmartHub**, or through the mpw.org website form.

**IF YOU SEE DOWNED LINES, STAY CLEAR!
IF A POWER LINE IS ON OR NEAR YOUR CAR,
STAY INSIDE AND CALL MPW OR 911 FOR HELP.**

Watch: youtube.com/watch?v=ghU9-46nBio



**NATIONAL
LINEMAN
APPRECIATION
DAY**

**APRIL
18**



Hat's off to our friends in high places

Heroes wear hard hats and we join utilities across the nation, in taking a moment to salute our skilled line crew.

#thankalineman

ALWAYS THERE • ALWAYS READY



**Drinking
Water Week**
May 5-11, 2024

Each year, during National Drinking Water Week, MPW joins other American water providers in spotlighting the low cost and great taste of MPW water. Our water, from the Muscatine Island Aquifer is high quality and naturally pure. Learn more about the health benefits of drinking more water at DrinkTap.org.



Think before you buy bottled water. MPW water tastes great! • Why pay for plastic? • Tap it yourself! Watch: youtu.be/g_LNB2XZLeE?si=QDf2ArHfaUqo9MY



MPW
Always



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



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

Address: 3205 Cedar St. • Muscatine, IA 52761 Visit our website: 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