



# MPW NEWS

VOLUME 2024 • ISSUE 3

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### NEW, LOWER PRICE!

## WiFi@Home — the perfect partner for MPW internet

**99.96%.** That's the reliability rate of MPW internet service in 2023. That means our customers experienced consistent, uninterrupted connectivity 99.96% of the time! Our network is rock-solid, but from time to time, our HelpDesk will hear from a customer not experiencing that dependability inside their home.

*Typically, the main cause of frustration from dropped connections, buffering and slow speeds, is router related.*

Most under-performing routers are of an outdated type, need firmware upgrades, or are no longer supported by the manufacturer.

When you choose MPW's **WiFi@Home** managed service, you're always up to date, because we manage it for you. For ultra-reliable service, and a secure and efficient connection – put WiFi@Home to work at your house.

Now is a great time to get WiFi@Home, because as of May 1, we've lowered the price to just **\$5.00 per month!** New users can even get their first month free. If you already subscribe, you'll notice that price reduction on your next bill!

With 99.96% reliability, chances are the connection to your home is working properly. Adding MPW's WiFi@Home managed service helps you get the full value out of your internet connection. To sign up, call MPW Customer Services or HelpDesk at 263-2631 today.



## Long careers start here

Did you know that many MPW employees started as temps? It's true. Some of our key players today, across all departments, transitioned into their full-time roles after learning the ropes on-the-job.

Developing great employees and leaders is one of the key strategies in support of MPW'S mission to provide best in class utilities for you. By nurturing new talent we can ensure yet another generation of dedicated and highly skilled local men and women at your Utility.

Joining our team means contributing to our collective effort to improve our community's quality of life. We are always looking for committed individuals to serve on our various teams, and all of us are likewise committed to their professional development.

**Interested in joining our team?** Visit <https://mpw.org/careers/> to learn more and apply.



*Scan the QR code to hear MaKayla's story and learn why you should consider a temporary position!*



### 2023 Annual Report

Each year, MPW publishes a comprehensive report to our customers and community leaders. Available online at [mpw.org/annualreport](https://mpw.org/annualreport)

Printed copies available at our Cedar Street office.

**Before you dig, call**  
**1-800-292-8989**  
Fill out the web form or learn more at:  
**[www.iowaonecall.com](http://www.iowaonecall.com)**



**RECOGNIZING EXCELLENCE**



# Science & Engineering Fair Winners

MPW champions students with a passion for STEM (Science, Technology, Engineering, and Math) subjects. Annually, at the Middle School Science & Engineering Fair, we honor exceptional projects focused on energy and water with special awards. Witnessing students showcase their ideas, research, and projects is always a rewarding experience.

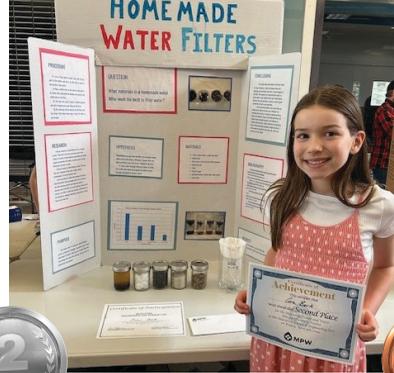
**Congratulations to this year's outstanding winners!**



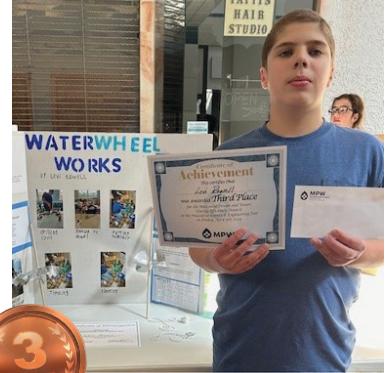
**Bethelda V and Gisselle R - Drip vs Spray Irrigation**



**Cora B - Homemade Water Filters**



**Levi R — Water Wheel Works**



Keep cooling costs lower and conserve energy with MPW's residential **A/C Checkup Program**. Just schedule a checkup by July 15th and ask your HVAC provider if they participate in our program to receive \$10 off your service call. A technician will perform a no less than 15 point checkup. See the inspection form at [mpw.org/accheckup](http://mpw.org/accheckup).



### MPW TELEPHONE SERVICE BATTERY BACK-UP NOTICE

During a power outage, a backup power supply is required for you to make or receive calls with your MPW phone service. Without a battery backup, you will not be able to make any calls, including emergency calls to 911, while the power is out. If you choose to add a battery backup, only the optical network terminal (ONT) will be powered by the battery.

Home security systems, wireless routers and other equipment will not run on an ONT backup battery. The exact battery backup duration will depend upon battery age, usage and environment. Please follow the instructions included with your battery for proper use, storage and care.

The full notice is distributed to new phone customers and is also available on our website at: [mpw.org/BatteryBackup](http://mpw.org/BatteryBackup)



Family pets can turn very protective with strangers in or around your home or family. Whether for a meter reader, installer, lineman, or even your postal carrier in or near your home, please keep pets restrained by a leash, crated, or otherwise kept away from work areas. If you forget, we'll ask. Remember, it's for safety's sake! Did you know you read your own meter? Learn more: [mpw.org/meter-reading/](http://mpw.org/meter-reading/)

**MUSKIE GRADUATION MAY 19**



MHS Graduation live and replay broadcasts on



also available to watch on devices with our free MyTVs app or via MPW Local **ON DEMAND**

## NOTICE

We take pride in being local and "right down the street" when it comes to being able to resolve customer concerns. As outlined in our Service Rules (available on [mpw.org](http://mpw.org) or at our Business Office), if you have a concern, it should be initiated with one of our trained Customer Service Representatives at: Muscatine Power and Water, 3205 Cedar St., Muscatine, IA 52761 (563)263-2631 Hours: Monday – Friday: 8:00 am to 5:00 pm

If you are not satisfied with the initial handling of your complaint, you have the right to escalate your complaint to the appropriate supervisors and managers at MPW. If you feel your complaint was not adequately resolved by a representative of MPW, and it is related to service disconnections, safety or any other matters for which the Iowa Utilities Board (IUB) has authority, you may request assistance from the IUB, by calling (515)725-7321, or toll-free 1-877-565-4450, by email to [customer@iub.iowa.gov](mailto:customer@iub.iowa.gov) or by writing to 1375 E Court Avenue, Room 69, Des Moines, Iowa 50319-0069. The Iowa Utilities Board regulates matters of municipal electric utilities only as specified by statute; the service of local telecommunications providers; but does not regulate municipally owned waterworks.



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

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