



MPW NEWS

VOLUME 2024 • ISSUE 7

In this issue:

- Public Power & CS Week
- Wow! Great Internet for less
- Fall Hydrant Flushing
- Celebrating Community



BETTER UTILITIES + BETTER SERVICE!

Public Power & Customer Service Week

Each year, the first full week of October is set aside nationally as both Public Power Week and Customer Service Week. MPW is one of more than 2,000 community-owned, not-for-profit utilities in the USA, and it should be no surprise that providing excellent customer service to you is one of our key core values.

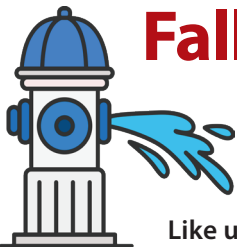
Your MPW staff takes pride in serving our friends and neighbors every day! That local attention is just one of the numerous benefits of living in a public power community, along with outstanding reliability and affordability.



And as we look to the future, MPW's local control will enable us the flexibility to explore the best choices for our community with sustainability initiatives like Muscatine Solar 1 and the recently approved Unit 10, a natural gas-fired combined heat and power (CHP) unit. You can learn about our plans and our balanced approach to Powering the Future at: <https://mpw.org/powering-the-future/>.

Great customer experiences are everyone's responsibility here at MPW. In each of our three utilities, exceptional customer service is the cornerstone of our success and it's embedded in everything we do.

Watch our [Facebook](#) page and mpw.org for information and activities leading up to and during Public Power and Customer Service weeks. Mark your calendar now and join us Thursday, September 26th at Almost Friday Fest to meet your utility staff, have some fun and win prizes. We'll also have activities and refreshments in our lobby, October 7-11.



Fall Hydrant Flushing Begins September 23

MPW's semi-annual flushing of fire hydrants removes minerals and sediment that builds up over time and ensures that all fire hydrants are in good working order. Notices specifying when we will be in your neighborhood will appear on our [website](#), [Facebook](#) page, and [Flushing Map](#).

Like us, or visit mpw.org for complete details.

MINIMIZE WATER USE ON FLUSHING DAYS

Flushing uses water pressure to force any sediment that may be resting in the water mains through the hydrants and out into the street. During flushing in your immediate area, if taps in your house are open, that back pressure can draw sediment into your lines and cause discolored water temporarily. If you know we are working near you or see our trucks or crew near your home, **wait to use water until they've moved on.**

TO AVOID DISCOLORED WATER

If you are unsure, **before using hot water, filling a drinking glass, or doing laundry**, run cold water from a large tap like a bath tub or outdoor hose spigot for a few minutes. When the water runs clear, you can proceed.



SCAN OR CLICK TO VIEW OUR MAP



WATCH: Why Hydrant Flushing is Important
<https://www.youtube.com/watch?v=5JWOfV7199E>

FOR NEW INTERNET CUSTOMERS

GET MPW
INTERNET FOR
AS LOW AS

\$**25**^{mo}

JUST IN TIME FOR
BACK TO SCHOOL!

BUT HURRY! THIS IS A LIMITED TIME OFFER

CALL US! *Some restrictions apply*

563-263-2631 • mpw.org

\$1,500 EV REBATE IS BACK!

Get an extra rebate over and above dealer and government incentives

Buy a New or Used Battery Electric (BEV) or a Plug-in Hybrid (PHEV) from a Muscatine Dealer in September and get \$1,500 Cash from MPW!

MUST BE REGISTERED AT ADDRESS SERVED BY MPW ELECTRIC

We live, work, and play here, too!

At MPW, community is at the heart of everything we do, and there's nothing we love more than coming together with our neighbors to help you out in an emergency, to teach your kids something new, and of course, to celebrate special events with you. We had a blast with students during Muskie SPARK classes this summer and we enjoyed being a part of the festive 4th of July celebration and parade.

Depending on when you receive and read this, you may still find us out and about at Fruitland Fun Day (9/7), giving bucket truck rides and more at the annual Muscatine Community Block Party (9/13), or one of us may be your golf cart driver at Almost Friday Fest (9/26)!

2024 has been a year filled with memorable events that brought our community closer and we hope you had as much fun as we did spending time with friends and family. Looking forward, we're excited to participate in and support community events and organizations that make Muscatine a great place to live, play, work, and stay. Keep an eye out for us at upcoming gatherings

As a company that connects people, we're always most proud of the connections we build with you, fostering the spirit of togetherness that makes Muscatine so special.



GET NFL REDZONE

Level up your Football Sundays!

Interested in an out-of-market game, looking for live fantasy updates, or just a huge football fan? Never miss a moment with NFL RedZone! Catch every touchdown, every big play, and every game-changing highlight delivered straight to your screen. Plus, stream Redzone on your phone, PC, or tablet with the WatchTV Everywhere app.

Call 263-2631 now to sign up!



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

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

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