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Keeping our FOCUS on You!

The old saying, "Go straight to the source", has always been good advice for individuals and businesses. There's nothing like hearing comments, compliments and suggestions directly from your customers and then having a chance to dialogue with them to uncover underlying themes and issues. MPW recently wrapped up a series of Focus Groups, with customers who responded to our online survey last fall.

In each of the sessions, we learned from each other and gathered candid and constructive input. We are invigorated and ready to share that input with our leadership team and Board for immediate and future action. We sincerely thank all our customers who voluntarily gave up one of their evenings to join us. Watch for future opportunities.



Can you help your neighbors with winter heating expenses?



It's no secret Muscatine is a generous community. We are well known for many charitable individuals and organizations who fund and otherwise support a better quality of life for all of us. But, as in all communities, some families are unable to meet basic needs without some help.

MPW's **Project Share** is a longtime effort to provide utility bill assistance for families who qualify. Through monthly or one-time contributions, MPW customers can donate to the Project Share fund which is distributed through Community Action of Eastern Iowa (caeiowa.org).

Now, giving back is easy with Round Up in SmartHub

Round Up is a feature in MPW's SmartHub app that provides a super-simple way to give back to the community monthly by "rounding up" your bill amount to the next whole dollar amount when paying or scheduling a payment.

For example, if your bill is \$62.38, Round Up will increase it to \$63.00, with the extra 62 cents going directly to Project Share. To participate, just go to the "Billing & Payments" tab in SmartHub and enroll in Round Up. Not using SmartHub? No problem! You can still make a direct donation to Project Share. Contact MPW Customer Services at 263-2631, option 3, stop in or email onlinecs@mpw.org.

MPW takes pride in being part of such a caring community, always ready to lend a helping hand during the cold winter months and throughout the year. We encourage you to join us in supporting those in need. Thank you for being a great neighbor and making a difference!

There are other financial assistance programs designed to give customers relief in difficult situations, including **LIHEAP** - Low Income Home Energy Assistance Program. To see if you meet income guidelines, apply through Community Action of Eastern Iowa <https://www.caeiowa.org/>

It's never too early! Grab the gift EVERYONE can use!

MPW GIFT CERTIFICATES

LOBBY • DRIVE-THRU • OR CALL 263-2631

Available in any amount to pay any MPW bill





Beware of targeted e-mail threats!

In recent weeks, there have been two separate reports from different parts of Muscatine County describing a disturbing new scam that has surfaced in the area

In these incidents, victims received e-mails that contained a Google Maps image of their home. The scammer addressed the victims by name and referenced their home address, making the threats feel all the more personal. Claiming to have installed malware on the victim's device, the scammer threatened to release "humiliating" information unless a specified amount of money was paid via bitcoin or through a QR code provided in the e-mail.

These messages are long, with bolded sections to draw attention to certain threats, creating an intimidating atmosphere. This is a highly calculated attempt to scare victims into complying with the demand.

Remember to remain vigilant. If you receive a suspicious e-mail like this, do not open it or engage with the sender. Never send money to individuals or addresses you do not know, and always report these incidents to local authorities.

Be sure to share this information with parents, older relatives, and friends to help keep everyone safe. By staying informed, we can stop these scammers together!



Prepare for Winter: Save energy and money!

- **Give Your AC a Break:** Temperatures can continue to be warm well into fall, but as temps begin to cool down, be sure to turn off or adjust your AC. Open windows to let in fresh, cool air when you need it. Pull shades down to stay cool naturally by keeping the sun's rays from warming up your home.
- **Seal Cracks, Leaks, and Drafts:** Before winter sets in, inspect your home for any cracks, leaks, or drafts around doors and windows that could cause your heating system to overwork. Small gaps in walls, windows, and doors can lead to increased energy consumption. Use weather stripping or caulk to seal gaps in doors and windows to prevent heat loss and keep your furnace from running excessively.
- **HVAC Maintenance:** Regular maintenance on your HVAC system can help lower energy costs and keep your home more comfortable during winter.
 - Check your furnace's air filter monthly, especially during winter. A dirty filter makes the system work harder, wasting energy. Replace or clean it if necessary.
 - Sealing and insulating air ducts, especially in attics and crawl spaces, can improve your system's efficiency by up to 10%.
 - Schedule a yearly professional HVAC tune-up to keep your system running efficiently.
 - If you're considering replacing your HVAC system, ask your contractor about ENERGY STAR certified units, and ensure proper installation for maximum efficiency and savings.

Taking these steps now can help you save on energy bills and stay comfortable all winter long!



MPW's EZ Hold service is the quick and simple way to temporarily suspend communications services (TV, internet, phone). Traveling for an extended period of time? Just call us — no appointment, no disconnection and no reconnection fee. For \$5 per month, we'll leave everything in place and put your account on hold. When you're ready, just call and turn everything back on!

To learn more or to get started, call 263-2631



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



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