



# MPW NEWS

VOLUME 2025 • ISSUE 3

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## Always Improving Web Connections in Your Home

Home networking with a WiFi router is essential for every Internet user and keeping up with the latest technology is one of the Utility's top priorities. Although WiFi and the Internet are separate systems; both are crucial for today's online experience. Remember: WiFi connects the devices in your home. Internet connects your home to the web.

That's why MPW created WiFi@Home — to provide the latest equipment, regular firmware and security updates, and ongoing HelpDesk support. Since we began offering WiFi@Home managed router service, MPW has deployed various router brands and models.



Over time, all routers require upgrades and eventual replacement. So, as deployed router models age out, MPW replaces them with the latest in WiFi technology.

**Currently, WiFi@Home customers with an ASUS RT-3100 router (pictured left) are eligible for a router upgrade now. Just reach out to us by emailing [helpdesk@machlink.com](mailto:helpdesk@machlink.com) or call 563-263-2631, Opt 2 and our HelpDesk will assist you in preparing for your new router.**

MPW has a variety of router brands and models in service, including our new routers from Calix®. Our goal is to ensure all customers have the best possible internet experience. If you don't have WiFi@Home but are interested, email [helpdesk@machlink.com](mailto:helpdesk@machlink.com) or call us at 563-263-2631, Opt 2. Try it **FREE** for the first month, then just \$4 per month starting May 2025.



Mitch  
HelpDesk Tech

Logan  
Telecom Tech

### HelpDesk Heroes — Teamwork Edition

*Customer Brenda M. used her own router and was having problems with her Smart TV losing its signal. She contacted the HelpDesk and Mitch verified the internet connection to the home looked normal and suggested Brenda try our WiFi@Home router (with the first month free) to rule out if it was an issue with the existing router. After her router install, Brenda emailed Mitch letting him know that the new router fixed her problem of losing wifi/internet signal! She also said Technician Logan was VERY nice and extremely helpful!!*

**NEED HELP? WE LOVE TO HELP!  
CALL 263-2631 • OPTION 2**

[mpw.org/contact](http://mpw.org/contact)

**OPEN 7 DAYS  
6AM TO MIDNIGHT**  
263-2631 • Option 2

### A LOOK BACK AND AHEAD:

## Annual MPW Power Breakfast

MPW recently hosted our annual Power Breakfast. The Senior Leadership Team presented reports on key objectives, including the construction of the EcoGen10 natural gas plant (completion in 2027), MISO market capacity, water system refurbishments, and employee development.

We also highlighted efforts to improve the reliability of our services. Watch the full presentation on Public Access Channel 9, Local On Demand, or our YouTube channel. More details are available in our 2024 Annual Report at [mpw.org/annualreport](http://mpw.org/annualreport).

[youtube.com/@muscatinepowerandwater](https://youtube.com/@muscatinepowerandwater)

**Give Customers Reasons to Love MPW**  
Objective 2.1 Exceed customer expectations  
**60,346 CALLS**  
3:39 Customer Service  
4:5 Helpdesk

**Power the Future**  
Objective 4.1 - Local generation resources  
Evaluate power supply options  
• Combined heat and power (CHP) unit  
• Biomass (contract - June 2024)  
• Utah 16 (contract - July 2024)  
• Utah 16 (contract - July 2024)  
• Procurement: Contracting, and M&A Compliance  
• AEC (long-term) Contracting  
• Environmental Remediation  
• Environmental Remediation - Feb. 2024  
• Air permit submitted to USNR Jan 2025  
• Natural gas supply  
• New permit filing planned March 2025

## SPRING HYDRANT FLUSHING GOING ON NOW!



MPW is currently conducting its semi-annual fire hydrant flushing. This ensures all hydrants remain in good working order. Notices are posted on our website and Facebook page with neighborhood schedules.

To view the progress map, visit [mpw.org/flushing](http://mpw.org/flushing) or scan the QR code.



**TIP** Flushing may stir up mineral sediment, discoloring light clothing and affecting your water heater. To avoid issues, run cold water for a few minutes before using hot water, filling a drinking glass, or doing laundry. When the water runs clear, you can proceed.

**WATCH: Why Hydrant Flushing is Important**  
<https://www.youtube.com/watch?v=t0XTq7Vcxnc>

**MPW STORM TEAM:**

# Always Prepared for Weather

When severe weather impacts the reliability of your utility services, MPW's Storm Team is ready. Your local Customer Service and System Control teams manage inquiries and coordinate repairs by Line Crews. Our priority is swift, safe service restoration, available 24/7. Advanced tools help detect outages and dispatch technicians efficiently. Use our online outage map and SmartHub app for real-time updates and reporting. Visit [mpw.org](http://mpw.org) for alerts and follow our Facebook page ([facebook.com/MPWUtility](https://facebook.com/MPWUtility)) for regular updates. Remember, staying informed helps us serve you better during emergencies.

**CHECK THE MAP BEFORE YOU CALL!**

Scan the QR code or visit:  
[mpw.org/outage-map](http://mpw.org/outage-map)

**DON'T SEE YOUR LOCATION MARKED?**

Call **263-2631 opt 0** to report or use the SmartHub app.



If you see downed power 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](https://youtube.com/watch?v=ghU9-46nBio)



## Drinking Water Week

May 4-10, 2025

Every year, during National Drinking Water Week, MPW joins other American water providers to highlight the affordability and excellent taste of MPW water. Sourced from the Muscatine Island Aquifer, our water is of high quality and naturally pure. Discover more about the health benefits of drinking water at [DrinkTap.org](http://DrinkTap.org).

*Think before you buy bottled water. MPW water tastes great! • Why pay for plastic? • Tap it yourself!*  Watch: <https://www.youtube.com/watch?v=ERiUNgpXLQ>



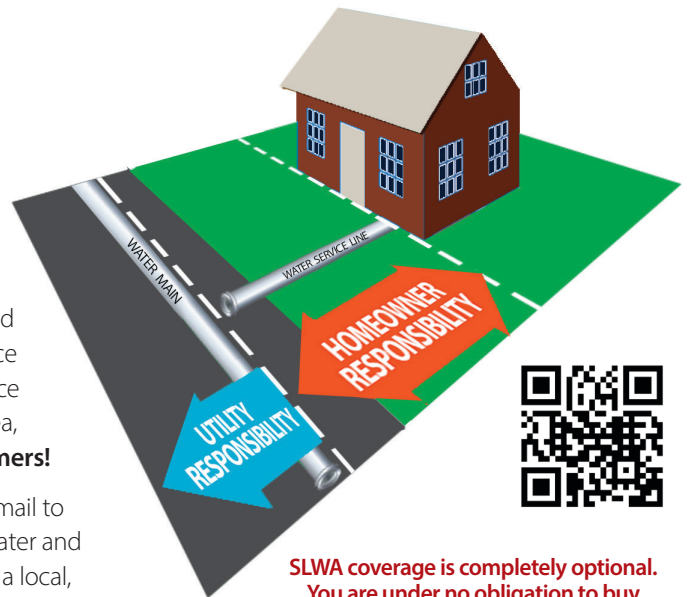
### AVOID UNEXPECTED COSTS

## Optional Service Line Protection

Twice a year, we remind our customers that the water and sewer service lines from the main to the meter are the homeowner's responsibility. While the Utility manages the water mains, any breaks, damages, or repairs to the interconnection fall on the homeowner. These unexpected repairs can be costly, sometimes reaching thousands of dollars.

For several years, **Service Line Warranties of America (SLWA)** has provided protection programs for MPW customers, covering Water and Sewer Service Lines without service fees or deductibles. SLWA is an independent insurance company vetted and approved by MPW. Since starting coverage in our area, **SLWA has paid over \$683,000 on 284 covered repairs for MPW customers!**

Twice a year, SLWA sends out information and coverage options by direct mail to local households. Nearly 1,200 local customers have taken advantage of water and sewer coverage. If repairs are needed, SLWA's 24-hour hotline will dispatch a local, licensed contractor. Remember to check your homeowner's policy first to see if your water and sewer service lines are already covered.



**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](http://www.slwofa.com) or call 1-866-922-9006



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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