



# MPW NEWS

VOLUME 2025 • ISSUE 5

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- Check out our new Rebates!
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- Upcoming Customer Survey
- Meet our new Falcons!

## Rebates Just Got Easier at MPW!


Claiming your energy-efficiency rebates is now simpler than ever with MPW's updated online process. No more printing or mailing — just visit [mpw.org/rebates](http://mpw.org/rebates) to submit your rebate claim in just a few easy steps.

Start by entering your account information, then select the item you're requesting a rebate for — like a smart thermostat or energy-efficient appliance. Before submitting, take a moment to review the terms and conditions to make sure everything is in order.

Once approved, your rebate **will be applied as a credit directly to your MPW bill** — just like always. It's a great way to save money while making energy-smart choices for your home.

You can also view current rebate amounts for eligible items by clicking "**View Rebate Amounts.**" Just remember, MPW's electric rebates are available only to MPW electric customers.

We hope this streamlined process makes it even easier to take advantage of your rebate benefits!




### Residential Rebates

MPW residential customers - save money on your MPW bill! Fill out our residential rebate form for qualifying energy efficient and Energy STAR products.

[Residential Rebate Form](#)

NOTE: Rebates are applied to your bill as bill credit.

[View Rebate Amounts](#)



### Rebate Information

Which Rebate are you applying for?

- ☐ Room AC Recycling
- ☐ Window/Room AC
- ☐ Central AC
- ☐ Dehumidifier
- ☐ Central ASHP
- ☐ Whole House Ductless ASHP
- ☐ Supplemental Ductless ASHP
- ☐ Geothermal HP
- ☐ Refrigerator Recycling
- ☐ Freezer Recycling
- ☐ Refrigerator
- ☐ Freezer
- ☐ Washing Machine
- ☐ Clothes Dryer
- ☐ Water Heater
- ☐ Heat Pump Water Heater
- ☐ Whole House Tankless Water Heater
- ☐ Desuperheater
- ☐ Electric HP Pool Heater
- ☐ Electric Stove
- ☐ Electric Riding Lawn Mower
- ☐ Smart Thermostat

### Residential Rebate Request

In the rebate you're applying for an electric product?

☐ Yes ☐ No

Enter your Account #

First Name Last Name

Service Address Street City

State Abbreviation Zip Code

Please select Please select

Is Making Address Different than Service Address?

Please select Please select

Phone Email

[Submit](#)

## Speaking of Rebates... Ready to Ditch the Gas Mower?

It's mowing season, and if you're tired of gas spills, stubborn engines, and the roar of a two-stroke, it might be time to consider going electric. Battery-powered lawn mowers are quieter, cleaner, and easier to maintain — **and yes, they still get the job done.**

No more trips to the gas station or storing oil in the garage. Just charge and mow. You can even listen to your favorite playlist while you work. And while the upfront cost may be a bit higher, the long-term savings are real. Charging a battery costs just a few bucks a season compared to an average of \$25 or more in gas.

Here's a bonus: MPW offers rebates on electric riding lawn mowers for customers in our electric service territory.

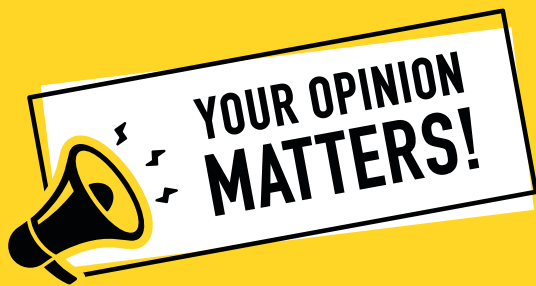
Your lawn—and your ears—will thank you.



As an MPW customer, you have the power to make a real impact on our community's energy future. By enrolling in Choose Green Muscatine, you can match 25%, 50%, or even 100% of your home's electricity use with clean, local wind energy from MPW's South Fork Wind Farm

There's no upfront cost, and signing up is quick. Just scan the QR code or visit [mpw.org/powering-the-future/#choose-green-muscatine](http://mpw.org/powering-the-future/#choose-green-muscatine) to make your Green Choice!





## Your Feedback Moves Us Forward

At MPW, we've always believed that the best ideas come from the people we serve. That's why we're once again asking for your input through our 2025 Customer Satisfaction Survey.

If you took the survey in 2023 or joined one of our customer forums, you've already helped shape some big changes. You told us what was working — and what wasn't — and we took that seriously. We've improved how we communicate

about hydrant flushing, added appointment notifications, and adjusted how often we send this newsletter. Your feedback helped us fine-tune services and explore new ones, like mobile plan offerings and streaming video options.

This year's survey will be sent by **Beyond Feedback** between **June 23 and July 8**. If you don't see it in your email inbox, check your spam folder — it's a legitimate message, and we'd love for you to take a few minutes to share your thoughts.

Even if you're reading this after the survey has launched, your voice still matters. Every comment, suggestion, and story helps us understand what you need and how we can do better. Plus, all completed surveys have a chance to win an MPW bill credit!

Thanks for being part of the conversation — and for helping us make MPW stronger, smarter, and more responsive to you.

## New Arrivals at MPW's Generation Site

We're thrilled to share some exciting news from our generation site — two baby Peregrine falcons, one male and one female, have hatched! These remarkable birds are part of a long-standing conservation effort supported by the Raptor Resource Project and the Iowa Department of Natural Resources (IDNR).

As part of the program, the chicks were recently banded with state and federal leg bands. This helps researchers track their movements and monitor the health of the species. MPW is one of only 12 registered Peregrine falcon nesting sites in Iowa, and even proud to report that 23 chicks have successfully hatched here over the past eleven years.

Special thanks go to Amy (pictured), one of our power plant electricians, who also serves as MPW's liaison with the IDNR. Her dedication helps ensure these birds have a safe and successful start.



Peregrine falcons are known for their incredible speed — reaching up to 260 mph when diving. Once these young falcons are ready, they'll take flight into the Iowa skies, continuing the legacy of this once-endangered species.

To learn more about peregrine falcons and the success of Iowa's nesting program, visit the Iowa DNR's website:

<https://www.iowadnr.gov/programs-services/iowas-wildlife/peregrine-falcons>.



**CONGRATULATIONS  
CLASS OF  
2025!**

**DIDN'T CATCH THE  
LIVE BROADCAST?**

**2025 MHS Graduation  
replay broadcasts on**



Also available to watch on **MPW Local** **ON DEMAND**



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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)  
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