

MPW NEWS

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CELEBRATING COMMUNITY POWER AND SERVICE EXCELLENCE

Public Power Week & Customer Service Appreciation Week

Each year, the first full week of October is recognized nationally as both Public Power Week and Customer Service Appreciation Week. MPW is proud to be one of more than 2,000 community-owned, not-for-profit utilities across the country. These observances give us a chance to celebrate the value of public power and recognize the dedicated professionals who deliver exceptional service to our customers every day.

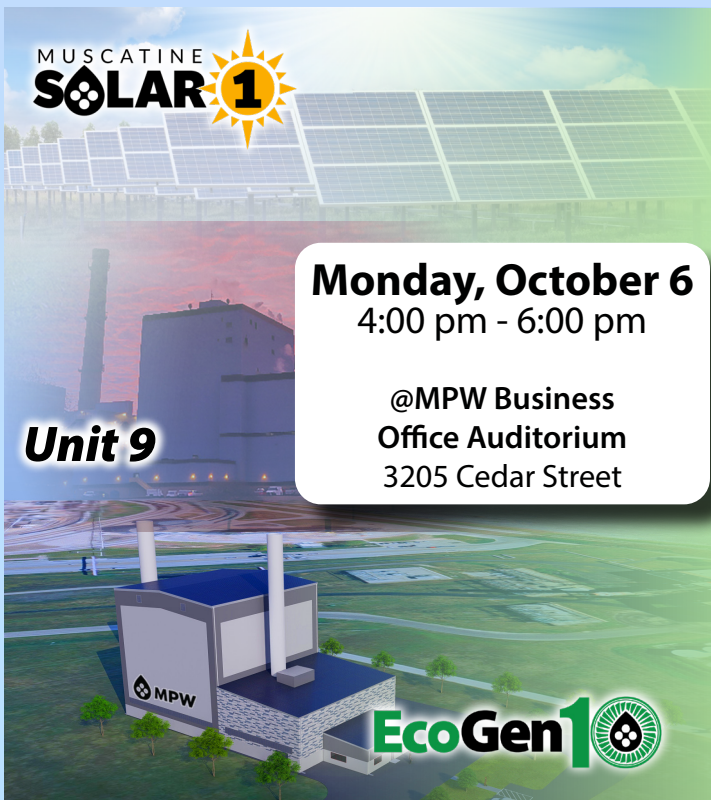


As a locally owned utility, MPW is deeply rooted in the Muscatine community. Our employees live and work here, and we take pride in serving our neighbors with dependable, value-driven, and responsive service. That local connection is one of the many benefits of public power, and it's reflected in everything we do — from restoring service after storms to helping customers manage their accounts.

Looking ahead, MPW's local control allows us to make smart, community-focused decisions about our energy future. Projects like EcoGen 10, our new combined heat and power (CHP) natural gas unit, and Muscatine Solar 1, are part of our balanced approach to affordability, sustainability and reliability. You can learn more about our long-term plans at mpw.org/powering-the-future.

We'll be celebrating Public Power and Customer Service Appreciation Week in our lobby from October 6 –10 with refreshments, giveaways, and activities. Be sure to stop by and say hello — we'd love to see you!

Stay tuned to our Facebook (facebook.com/MPWutility) page for updates and stories throughout the week.



Monday, October 6
4:00 pm - 6:00 pm

@MPW Business
Office Auditorium
3205 Cedar Street

JOIN THE CONVERSATION:

Customer Forum on October 6

MPW will host a Customer Forum on Monday, October 6, open to the public as part of our Public Power Week celebration. This is a great opportunity to learn more about how MPW is working to meet today's energy needs while planning for tomorrow.

We'll share updates on EcoGen 10, our upcoming combined heat and power (CHP) unit, and Muscatine Solar 1 — both key components of our Powering the Future initiative. You'll also hear about improvements to our current generation assets, including Unit 9, and how MPW continues to deliver consistent, community-focused service.

MPW leadership will be available to answer questions and hear your feedback. To help us plan, please RSVP by scanning the QR code or emailing rsvp@mpw.org.





**FAST,
LOCAL INTERNET
WITH DEALS FOR
EVERYONE!**

Internet that fits your life — and your budget.

Whether you're new to MPW or already a customer, now's a great time to take advantage of special offers on MPW Internet. Our network is built for speed, consistency, and local support — perfect for streaming, gaming, remote work, and more.

To learn about current promotions, call **563-263-2631** or visit mpw.org/promotions

Get the connection you need, backed by service you can trust.

FALL HYDRANT FLUSHING



Sept 22 thru Oct 17

MPW conducts a semi-annual flushing of fire hydrants to clear out minerals and sediment that build up over time. This ensures that all fire hydrants remain in good working order.

Notices are posted on our website and [Facebook](https://www.facebook.com/mpw.org) page to let you know when we'll be in your neighborhood. Follow us or visit mpw.org for complete details.

Scan or click the QR code to view a map showing the progress of our work and which areas are next.



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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://youtu.be/5JW0fv7199E>



Watch Muskie Football All Season Long

Catch every Muscatine Muskie High School Football game on **MPW TV Ch 5**, streaming live on Hudl, or tune in on the radio to KWPC 860 AM / 95.1 FM.

Whether you're at home or on the go, it's easy to stay connected to the action.

GO MUSKIES!

GET NFL REDZONE

Level up Gamedays!

Football season is here, and NFL RedZone is your ticket to all the action. Whether you're tracking your fantasy team, following out-of-market matchups, or just want to catch every scoring play, RedZone delivers nonstop coverage from kickoff to the final whistle.

Watch it live on your TV — and take it with you on your phone, tablet, or computer using the [WatchTV Everywhere](https://www.watchtv.com) app. No matter where you are, you won't miss a moment. **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



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