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Stepping Up for a Day of Caring

On Wednesday, September 17, several of our employees rolled up their sleeves to support United Way's Day of Caring. This annual event brings together volunteers from across the community to help local residents with outdoor projects and home improvements.

In the morning, our team removed 4–5 truckloads of overgrowth and repaired a step at a home on Mississippi Drive. Later, another group tackled yard cleanup and moved rocks to a garden area at a home in Imperial Oaks.

We're proud of our employees' commitment to service and grateful for the opportunity to contribute to such a meaningful cause. It's a true example of Neighbors Serving Neighbors in action.



Round Up for Warmth: A Simple Way to Give Back

Muscatine is known for its generosity — and that spirit shines brightest when neighbors help neighbors. While many in our community enjoy comfort and security, some families struggle to meet basic needs, especially during the colder months.

That's where **Project Share** comes in. This long-standing MPW initiative provides utility bill assistance to local families who qualify. Donations are distributed through our trusted partner, Community Action of Eastern Iowa, and every contribution helps make a real difference.

Giving is easier than ever with **Round Up** in SmartHub. With just a few taps in the app, you can round your monthly bill up to the nearest dollar and donate the change to Project Share. For example, if your bill is \$62.38, it rounds up to \$63.00 — and that extra 62 cents goes directly to helping a neighbor in need.

To enroll, simply open the SmartHub app, go to the Billing & Payments tab, and select Round Up. If you're not using SmartHub, you can still make a one-time or recurring donation by calling MPW Customer Services at 563-263-2631 (option 3), stopping by our office, or emailing onlinecs@mpw.org.

If you or someone you know is struggling with energy costs, the Low Income Home Energy Assistance Program (LIHEAP) may also be able to help. Visit www.caeiowa.org to check eligibility and apply.

Together, we can make a real difference — one small act of kindness at a time. Thank you for being the kind of neighbor who cares.



HALLOWEEN SAFETY TIPS FOR TRICK-OR-TREATERS

- Stick to well-lit areas and always use sidewalks when available.
- Wear reflective gear or carry a flashlight to stay visible to drivers.
- Go with a group or have a trusted adult accompany young children.
- Check treats before eating — toss anything unwrapped or suspicious.

Have fun, stay safe, and enjoy a spooky (but smart) night out!





Internet That Keeps Up

Whether you're streaming, gaming, working remotely, or just staying connected, MPW Internet delivers the speed and stability your household needs — all backed by local support you can count on.

Now's a great time to explore special offers designed to fit your lifestyle and budget. Whether you're new to MPW or thinking about upgrading, we've got options that make it easy to get started.

To learn more, call 563-263-2631 or visit mpw.org/promotions. And while you're there, keep an eye out — something exciting may be just around the corner. Get the connection you need, with service you can trust.

Winter Prep Tips: Stay Warm and Save Energy

Get your home ready for colder weather with these simple steps:

Give your A/C a break: Turn it off or adjust settings. Open windows on cool days and use shades to block heat.

Seal leaks: Check for drafts around doors/windows and seal with weather stripping or caulk to keep warm air in.

Tune up your HVAC: Schedule a professional checkup, replace dirty filters monthly, and keep vents clear for better airflow.

Use a smart thermostat: Save energy by automating temperature changes. MPW offers rebates — mpw.org/rebates.

A little prep now means lower bills and a cozier home all winter long.



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



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

ANNUAL NOTICES

Under Federal Communications Commission (FCC) rules, cable operators are required to provide subscribers with annual notices that include certain written information about products and services, types of products and services, prices for each service, and service maintenance and installation policies. The Annual TV Notice adds Section 17 regarding MPW Advanced DVR service.

For your convenience, notices are available now on mpw.org for immediate viewing. For a printed copy, visit our lobby or call 563-263-2631, option 3 during business hours.

mpw.org/annual-fcc-notice

mpw.org/annual-tv-notice



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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