



# MPW NEWS

VOLUME 2026 • ISSUE 4

### In this Issue:

- MPW Awards
- Where to watch
  - Special Olympic BBall Game
  - Muskie Graduation 2026

## MPW Receives Multiple National Awards

Muscatine Power and Water (MPW) has received three national recognitions from the American Public Power Association (APPA) for its performance in safety, reliability and utility operations.

MPW earned the Safety Award of Excellence for safe operating practices in 2025, receiving the Diamond Award, the highest level of recognition, in its worker-hour category. The award is based on incident-free performance and the strength of the Utility's safety program.

In addition, MPW received national recognition for electric reliability performance in 2025 ranking in the top 25% nationally for lowest average outage duration at 10.95 minutes. This is MPW's eighth consecutive APPA Excellence in Reliability certification (2018 – 2025). APPA compares outage and restoration data submitted by participating utilities with national statistics tracked by the U.S. Energy Information Administration.

MPW also earned the Reliable Public Power Provider (RP3) designation, receiving the Diamond Award, the highest level of recognition. Awarded to utilities that demonstrate proficiency

in reliability, safety, workforce development and system improvement, the prestigious RP3 designation recognizes a utility-wide commitment to industry best practices and is valid for three years.

"These recognitions reflect the daily commitment our employees to MPW's core values – Keep Each Other Safe, Ensure High Reliability, and Pursue Excellence," said Gage Huston, general manager of Muscatine Power and Water. "Our employees take pride in doing their work the right way, and these awards highlight that dedication across every part of our organization."



WE LAUNCHED A NEW WEBSITE **With You in Mind!**

CHECK IT OUT AT **MPW.ORG**

SmartHub – Pay My Bill
MachLink Email
Contact Us
Careers
SEARCH
563-263-2631
EN

TV / Phone
Electric / Water
Support
About
START/STOP SERVICE

MPW



**Special Olympics vs. Muscatine First Responder Basketball Game**  
 Watch on MPW TV channels 5 and 9. Also available on our [YouTube Channel!](#)

**MPW STORM TEAM:**

**Always Prepared for Weather**



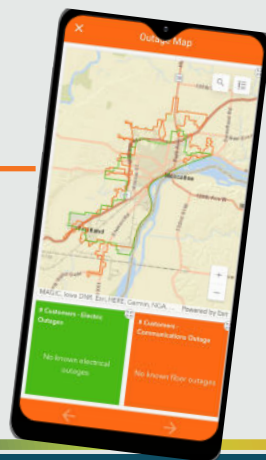
If you see downed power lines **STAY CLEAR**. If a power line is on or near your car, stay **INSIDE** and **CALL MPW OR 911** for help.



**WATCH:**  
[youtube.com/watch?v=ghU9-46nBio](https://youtube.com/watch?v=ghU9-46nBio)

When severe weather threatens utility services, Muscatine Power and Water is ready to take care of you. MPW's Storm Team is on call 24/7, working together across Customer Service, System Control, and field crews to restore service as quickly and safely as possible. Our advanced tools help us spot outages fast and send crews where they're needed most.

To stay informed, customers are encouraged to use the **SmartHub app** for timely **push notifications** about outages, restoration updates, and alerts from MPW. You can also check our online outage map or visit [mpw.org](http://mpw.org) for the latest information.



**CHECK THE MAP BEFORE YOU CALL!**

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



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

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

**Protective Pets**

Family pets can turn very protective with strangers in or around your home or family. Whether for a meter reader, installer, lineman, or even your postal carrier in or near your home, please keep pets restrained by a leash, crated, or otherwise kept away from work areas. If you forget, we'll ask. Remember, it's for safety's sake! Did you know you can read your own meter? Learn more: [mpw.org/meter-reading/](http://mpw.org/meter-reading/)



**CONGRATULATIONS MHS CLASS OF 2026!**

2026 MHS Graduation replay broadcasts on



also available to watch on devices with our free MyTVs app or via MPW Local **ON DEMAND**



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, daily  
 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

**LIKE US!** <http://www.facebook.com/MPWutility>

**FOLLOW US!** <https://www.instagram.com/MPWutility>