



In this Issue:

- *Growing with You*
- *Steps for Safe Digging*
- *Water Consumer Confidence Report*
- *Watch Vs. Warning*

Growing With You—Ready for Today and Built for Tomorrow

At Muscatine Power and Water (MPW), being part of the community means more than providing essential services—it means showing up, looking out for one another, and doing what’s right for the people we serve every day. For generations, MPW has been woven into the fabric of Muscatine. From keeping the lights on during life’s biggest moments to making sure homes stay warm, businesses stay connected, and families have reliable water and power, we’re neighbors serving neighbors—people who live here, work here, and care deeply about this community. That local connection shapes everything we do, including how we deliver internet service.

Committed to Keeping You Connected

Over the years, MPW has made significant investments in strengthening and expanding its internet network. As technology has advanced and customer needs have grown, so has the capacity and capability of our system. And unlike large, out-of-town providers, when MPW improves its network, our customers benefit directly. That means faster speeds and improved performance as upgrades are made—without navigating complicated changes or paying extra just to keep up. When you choose MPW Internet, you’re not just getting a connection—you’re gaining a local partner invested in keeping you connected today and into the future.

Built for Increasing Demand—including AI

Our internet service is built right here in Muscatine. That means local teams maintaining the network, responding quickly when issues arise, and ensuring service is reliable when it matters most. It also means decisions are made with our customers in mind, not by a distant corporate office.

The way we use the internet is changing rapidly. Streaming, smart home devices, remote work, and online learning already require significant bandwidth. Now, emerging technologies like artificial intelligence (AI) are accelerating that demand even further. AI-powered tools—for business, education, or everyday tasks—often rely on large amounts of data moving quickly and reliably. This means stronger, more resilient networks are becoming essential for the future. MPW is prepared. Because our internet network is locally built and continuously upgraded, it’s designed with long-term performance in mind. We plan and invest ahead of demand, ensuring our infrastructure can support not just today’s usage, but tomorrow’s innovations as well.

A Local Approach You Can Feel

When crews respond to outages or service issues, they’re restoring power for their own neighborhoods, friends, and families. It’s a level of care and accountability you simply won’t find with out-of-town providers. Our commitment extends beyond day-to-day service. Like every other service we provide, your dollars stay here—strengthening infrastructure, supporting local jobs, and reinvesting in a better future for Muscatine.

At MPW, we’re not just keeping up with change—we’re making sure our customers benefit from it every step of the way. Technology will continue to evolve. Internet demands will continue to increase. And MPW will continue to invest, improve, and deliver for the community we call home. We’re grateful for the trust our customers place in us and appreciate your continued support as we work to deliver reliable, forward-thinking services for years to come.

5 STEPS FOR SAFE DIGGING

Working on an outdoor project? Always call 8-1-1 first, because you never know what’s below. Here are five easy steps for safe digging:

Source: call811.com

1. NOTIFY

Call 8-1-1 or make a request online two to three days before you start.



2. WAIT

Wait two to three days for a response to your request. Affected utilities will send a locator to mark any underground utility lines.



3. CONFIRM

Confirm that all affected utilities have responded by comparing the markers to the list of utilities the 8-1-1 call center notified.



4. RESPECT

Respect the markers provided by the affected utilities. They are your guide for the duration of your project.



5. DIG CAREFULLY

If you can’t avoid digging near the markers (within 18-24 inches on all sides, depending on state laws), consider moving your project.





The annual **Water Consumer Confidence Report (CCR)** summarizes the quality of the water we provided in the last year, including where your water comes from, what it contains, and how it compares to standards set by regulatory agencies. The new CCR will be available online no later than July 1. For a detailed look at the report visit <https://mpw.org/water/water-quality-report/>. Printed copies will also be available in our lobby. If you require a printed copy and cannot either print one online or visit us in person, please call Customer Service at 263-2631.

It's That Time of Year

MPW plays an important role in supporting community amenities, including helping fill the local swimming pool each season. By using hydrants connected to MPW's municipal water system, crews can deliver large volumes of treated drinking water quickly and efficiently. Hydrants also allow for a faster fill time—reducing downtime and minimizing operational delays for the facility.

Overall, this method provides a reliable, efficient, and community-focused solution for seasonal needs like pool filling. It's another example of how MPW supports the Muscatine community behind the scenes.



NOTICE

We take pride in being local and “right down the street” when it comes to being able to resolve customer concerns. As outlined in our Service Rules (available on mpw.org or at our Business Office), if you have a concern, it should be initiated with one of our trained Customer Service Representatives at:

Muscatine Power and Water
3205 Cedar St., Muscatine, IA 52761
(563)263-2631

Hours: Monday – Friday: 8:00 am to 5:00 pm

If you are not satisfied with the initial handling of your complaint, you have the right to escalate your complaint to the appropriate supervisors and managers at MPW. If you feel your complaint was not adequately resolved by a representative of MPW, and it is related to service disconnections, safety or any other matters for which the Iowa Utilities Board (IUB) has authority, you may request assistance from the IUB, by calling (515)725-7321, or toll-free 1-877-565-4450, by email to customer@iub.iowa.gov or by writing to 1375 E Court Avenue, Room 69, Des Moines, Iowa 50319-0069. The Iowa Utilities Board regulates matters of municipal electric utilities only as specified by statute; the service of local telecommunications providers; but does not regulate municipally owned waterworks.

Watch vs. Warning

Weather alerts can be confusing, and many people aren't quite sure what the difference is between a watch and a warning.

A weather watch means conditions are favorable for a certain type of hazardous weather to develop. It's essentially a “be prepared” message.

A weather warning is more urgent. It means the dangerous weather is happening now or is expected very soon in a specific area. When a warning is issued, it's time to take action immediately—such as seeking shelter or following emergency instructions—because there is a direct threat to life or property.

WATCH VS. WARNING USING TACOS!

TACO WATCH

VS

TACO WARNING



**The ingredients are in place
for tacos to happen.**



**We're having tacos
RIGHT NOW!**



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, 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>