



MPW NEWS

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Public Power Week & Customer Service Appreciation Week

Each year, the first full week of October celebrates both Public Power Week and Customer Service Appreciation Week. As one of more than 2,000 community-owned, not-for-profit utilities nationwide, MPW is proud to serve Muscatine with reliable, affordable service and exceptional customer care.

Because MPW is locally owned, decisions are made with our community's best interests in mind. We're also investing in Muscatine's energy future through projects like EcoGen 10 and Muscatine Solar 1. Solar panels have already

arrived onsite, and MPW will celebrate a major milestone with a groundbreaking on October 10th as construction moves forward on the community's first utility-scale solar array. Together with EcoGen 10, the project will help strengthen reliability, diversify MPW's energy portfolio, and support affordable local power for generations to come.

Join us October 5-9, 2026, as we celebrate in our lobby with refreshments, giveaways, and daily activities. Stop by to meet our team and learn more about your utility.

Be sure to follow MPW on Facebook for employee spotlights, and Public Power Week activities.



MPW CUSTOMER SERVICE TEAM

FALL HYDRANT FLUSHING



Sept 21 thru Oct 16

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](#) page to let you know when we'll be in your neighborhood. Follow us or visit [mpw.org](#) for complete details.

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



TIP 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

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

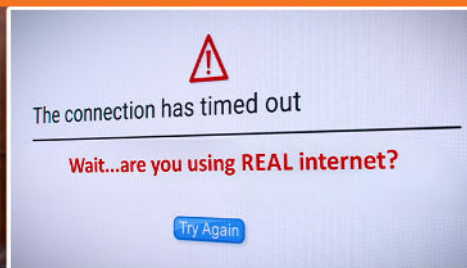


GO MUSKIES!



SCHOOLS BACK!

IS YOUR INTERNET READY?



Get to learning. NOT BUFFERING.

Ready for Real Internet?
[MPW.ORG/INTERNET](#)



Don't Let Slow Internet Fail Your Household

A strong internet connection is essential for today's students. MPW fiber internet is reliable, local, and fast — built to support your household this school year.

No internet?

Call **563-263-2631** to ask about specials for qualifying new customers.

Already with us?

Visit [mpw.org/promotions](#) and find great deals for existing customers.

Head into the school year with confidence and a connection you can count on!

CommandIQ® Included with MPW GigaSpire® Router: Start Using it Now!



MPW is excited to introduce **CommandIQ®**, a powerful mobile app designed to give you greater visibility, control, and peace of mind over your home Wi-Fi network. Available to customers with a compatible MPW GigaSpire® router, CommandIQ® puts the tools you need right in the palm of your hand.

Whether you're working from home, streaming your favorite shows, helping kids with online homework, or simply trying to keep dozens of connected devices running smoothly, CommandIQ® helps you stay in control of your network anytime, anywhere.

What Can You Do with CommandIQ®?

With the CommandIQ® app, you can:

- View all devices connected to your home network
- Change your Wi-Fi name and password
- Create guest Wi-Fi networks for visitors
- Receive insights about your home internet usage
- Manage connected devices with ease
- Run speed tests and monitor network performance

More Than Just Wi-Fi Management

CommandIQ® also unlocks advanced features (based on your level of service) that help make your internet experience safer and more personalized.

ProtectIQ® - Security for your home internet. It helps identify viruses, threats, and bad websites before they get to your devices.

ExperienceIQ® - Create online rules that work for your family. Control screen time, block bad content, and help keep your kids safe online.

MyPrioritiesIQ® - Make sure important activities like work, school, gaming and streaming get faster, smoother internet when you need it most.

HomeOfficeIQ® - Stay online during unexpected internet interruptions by automatically switching to a backup device or hotspot.

Putting You in Control

As our homes become increasingly connected, managing your network shouldn't require a call to tech support. CommandIQ® gives you real-time access to your Wi-Fi network, helping you troubleshoot issues, monitor devices, and make changes whenever it's convenient for you. Think of it as a remote control for your home's internet experience.

Getting Started

Customers can download the CommandIQ® app from the Apple App Store or Google Play Store and begin managing their network in minutes.



If you need assistance, our HelpDesk is available daily from 6am to midnight at 563-263-2631, Option 2.

Learn More with Quick Training Videos

Ready to get the most from CommandIQ? Below is a QR code and link to short training videos covering the app's most useful features. Simply scan the QR code with your smartphone camera to start taking full control of your home Wi-Fi experience.



WATCH: CommandIQ® Training Videos
<https://mpw.org/support/commandiq/>



**HELPPDESK
HEROS**



José Medina Mani



Thank you! José was
our life saver! 2 laptops,
2 tablets & 2 phones...
Quick & easy!

~ Suzette & Michael F.

*In response to the MachLink
security update event.*



**OPEN 7 DAYS
6AM TO MIDNIGHT
263-2631 • Option 2**



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



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