



MPW NEWS

VOLUME 2026 • ISSUE 9

In this Issue:

- Department of Energy Visits MPW
- Project Share
- Winter Prep Tips
- Cybersecurity Awareness Month



MPW Showcases Grid Modernization Efforts During Department of Energy Visit

Muscatine Power and Water recently welcomed leaders from the U.S. Department of Energy (DOE) and the Iowa Economic Development Authority (IEDA) as part of the DOE's Powering America Road Show, a national initiative highlighting investments that strengthen the reliability and resilience of America's electric grid.

The visit showcased MPW's Grid Resiliency, Outage and Workforce Program (GROW), which is supported

by \$1.3 million in funding from the DOE Office of Electricity. Assistant Secretary of Electricity Catherine (Katie) Jereza praised the project as an example of how federal, state, and local partnerships can deliver meaningful results for communities.

GROW includes system upgrades such as undergrounding selected power lines, installing fault indicators, implementing advanced grid technologies, and deploying advanced

metering infrastructure. These improvements will help MPW identify outages faster, reduce restoration times, and improve reliability for more than 90% of homes, businesses, and critical facilities served by MPW.

"We are proud to showcase the work our employees are doing to strengthen Muscatine's energy future," said MPW General Manager Gage Huston. "These investments are helping us build a stronger, smarter, and more resilient electric system for our customers."

State and local leaders also highlighted MPW's commitment to modernizing infrastructure and making forward-thinking investments that support reliability, economic development, and long-term growth for the Muscatine community.

MPW Breaks Ground

MPW breaks ground on Muscatine Solar 1, its first utility-scale solar energy project, on October 8 during Public Power Week. The project is another example of how your community-owned utility is investing locally to expand energy resources and build a brighter, more sustainable future for Muscatine.

HALLOWEEN SAFETY TIPS

1



USE FLASHLIGHTS

Carry a flashlight or glow stick to see and be seen by others.

2



BE STREET SMART

Use sidewalks. cross at corners, and look both ways before crossing the street.

3



AVOID OPEN FLAMES

Use battery-operated candles or glow lights instead of real candles.

4



COSTUME SAFETY

Choose bright colors and add reflective tape. Make sure masks don't block vision.

5



CHECK YOUR CANDY

Inspect all treats before eating. Discard any unwrapped or suspicious items.

6



STAY TOGETHER

Children should trick-or-treat with an adult. Stick to familiar neighborhoods.

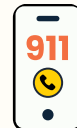
7



SECURE YOUR HOME

Lock doors and windows, turn on exterior lights, and remove tripping hazards.

8



KNOW EMERGENCY INFO

Memorize or carry a list of important phone number. Call 911 in an emergency.

Trick-or-Treat Times (Oct. 31): Muscatine & Fruitland 6-8 pm

Neighbors Helping Neighbors Through Project Share

When a neighbor is struggling to keep up with utility costs, even a small gift can bring real relief. Project Share, MPW's local assistance program, helps customers in our community when they need support most. In the past, generous "angel donors" have made one-time gifts that brought comfort and hope to local families during the holiday season.

The easiest way to help is through Round Up in SmartHub. Your monthly bill is rounded up to the nearest dollar, and the spare change goes to Project Share. It may be only a few cents to you, but together, those gifts can make a meaningful difference for local families.

To join in giving, open SmartHub, select Billing & Payments, and choose Round Up. You can also make a one-time or recurring donation by calling MPW



Customer Services at 563-263-2631,

option 3; visiting our office; or emailing onlinecs@mpw.org.

If you need help with energy costs, LIHEAP may be able to provide support. Visit Community Action of Eastern Iowa to learn more and apply.

Thank you for helping care for our community, one small act of kindness at a time.

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/electric/electric-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



NATIONAL CYBERSECURITY AWARENESS MONTH

OCTOBER

October is Cybersecurity Awareness Month, and we'll be sharing helpful tips, reminders, and best practices on our social media channels throughout the month. From protecting passwords to spotting phishing scams, these quick posts will offer simple ways to stay safer online at work and at home. **Be sure to follow along and help spread cybersecurity awareness all October long.**



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>