

MPW NEWS

VOLUME 2021 • ISSUE 5

MPW's Custom Calendars are Back!



We've been lighting our hometown for 100 years and our 2022 calendar is a celebration of Muscatine under the lights.

Thanks to all of you who shared your photos of Muscatine after dark. Calendars expected around Thanksgiving.

Community views plans and sites up close

MPW customers, community and business leaders were given an opportunity to learn first-hand about the Utility's Powering The Future plan through tours, visual displays and opportunities to get direct answers to their questions.

This event was just the latest effort to share information with citizens about MPW's bold but balanced plan to transform our power production and supply with additional clean energy options while maintaining our cornerstone reliability and affordability for all customers.

Dozens of visitors took advantage of the guided bus tours to the Grandview Avenue wellfield to get a sense of just how big the proposed solar installation will be. On-hand all day were representatives of Ranger Power who will serve as developer of MPW Solar #1, slated to be operational in 2024.

Community leaders and members of the media took an extended route into the MPW power plant to view current generation units and environmental controls, along with the site of the proposed Unit #10, a Combined Heat and Power (CHP) unit planned to be online in 2028.

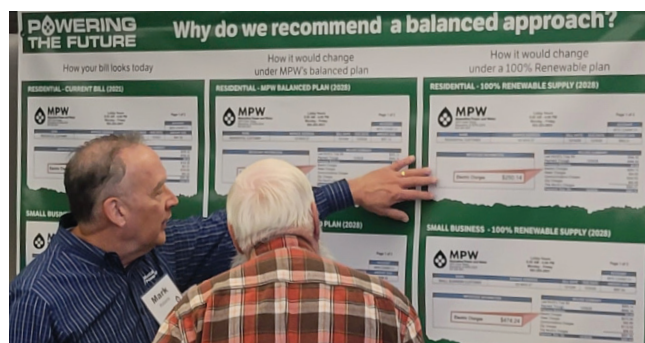
Learn more at mpw.org/powering-the-future



GM Gage Huston highlights one of the advantages of pursuing a balanced solution



Senator Mark Lofgren and Councilman John Jindrich compare notes after the tour



Director of Finance Mark Roberts explains why a balanced approach is more economical for consumers



A bus tour of the solar site helped visitors visualize its size and scope



Director of Power Production & Supply Doug White discusses technical details

No supply chain concerns or bare shelves here!

GIFT CERTIFICATES

The one gift EVERYONE can use!

Available in any amount to pay any MPW bill.







LOBBY • DRIVE-THRU • OR CALL 263-2631

Financial Assistance Resources: *Help as winter approaches*

MPW is proud to be part of an amazing community that always makes an effort to help those in need during the long winter months and all year long. We even have our own program for heating assistance — Project Share. Our customers are very generous year in and year out, providing needed support for their neighbors. Some have even used MPW Gift Certificates to help family and neighbors cope with their utilities each winter.

The Utility also has a long history of working with customers to develop payment plans and referring those in need to community and government resources. There are several different financial assistance programs designed to give customers relief in difficult situations, including:

- Low Income Home Energy Assistance Program (LIHEAP). Apply through Community Action <https://www.caeiowa.org/> 

- **NEW!** Low-Income Household Water Assistance Program (LIHWAP). Apply through Community Action <https://www.caeiowa.org/> 
- The Iowa Rent and Utility Assistance Program <https://www.iowafinance.com/iowa-rent-and-utility-assistance-program/>, and 
- The Emergency Broadband Benefit Program (EBBP), <https://getemergencybroadband.org/> 

In addition to Community Action of Eastern Iowa, the Salvation Army is an excellent resource and both continue to be engaged in doing good in the community all year-round.

We hope that you, too, will help spread love and holiday cheer. Thank you for being a great neighbor.



Project Share helps those less fortunate pay their winter utility bills.

Project Share (PS) is a voluntary energy assistance program that helps people in Muscatine pay their winter utility bills. You can help by adding a regular contribution to your monthly utility payment or by making a donation directly to Project Share. A social service agency will then distribute funds to qualified families. **Fill out and detach this form, then return it to us with your next payment.**

For more information, call MPW at 263-2631

WON'T YOU PLEASE HELP?

Name _____

Address _____

City _____ State _____

Zip _____ Phone _____

I will contribute \$_____ per month to Project Share.

I understand this amount will be included with my monthly utility bill.

I have enclosed a \$_____ donation to Project Share.

CONTRIBUTIONS TO PROJECT SHARE ARE TAX DEDUCTIBLE

Need assistance? See below for information on the Low Income Home Energy Assistance Program (LIHEAP)

CLIP & RETURN

ATTENTION: RESIDENTIAL CUSTOMERS! NEED HELP WITH YOUR HEATING BILL?

The 2021-2022 Low-Income Home Energy Assistance Program (LIHEAP) has been established to help qualifying low-income Iowa homeowners and renters pay for a portion of their primary heating costs for the winter heating season. The assistance is based on household income, household size, type of fuel, and type of housing. If you are not sure where to apply, please Dial 2-1-1 or visit <https://humanrights.iowa.gov/dcaa/where-apply>, or contact your local agency:

Community Action of Eastern Iowa, 1903 Park Avenue #18, Muscatine, IA 52761
Phone: 563-263-9290 or 866-263-9290

or write to: LIHEAP, Iowa Department of Human Rights, Capitol Complex, Des Moines, IA 50319

WHEN TO APPLY

- **Elderly** (60 & over) **and/or disabled**: October 1, 2020 to April 30, 2021.
- **All other households**: November 1, 2020 to April 30, 2021.

WHAT TO TAKE:

- **Proof of Income** (for all household members age 19, and over) Depending upon your household income type, income documentation from the past 30 days, the last 12 months, or last calendar

year, whichever is easier or more beneficial for you.

- **Proof of Social Security numbers for all household members** (documentation required).
- **Most recent heat bill**
- **Most recent electric bill**

WAGE EARNERS:

Please bring copies of your check stubs for

the 30-day period preceding the date of application, or a copy of your most recent federal income tax return.

FIXED INCOME:

This income may include: Social Security Benefits, Supplemental Security Income, Family Investment Program, Veteran's Assistance, Unemployment Insurance, and pensions. Please bring copies of your check stubs from the previous 30 days.

SELF-EMPLOYED/FARMERS:

Please bring a copy of your most recent federal income tax return.

FIP RECIPIENTS:

Please bring your current DHS Notice of Decision or contact your local office for acceptable document information.

If you receive alimony or child support, it will also need to be verified. Additional income not listed here may be required.

INCOME MAXIMUMS

Household Size	Annual Gross Income
1	\$25,760
2	\$34,840
3	\$43,920
4	\$53,000
5	\$62,080
6	\$71,060
7	\$80,240
8	\$89,320

For households with more than eight members, add \$9,080 for each additional member.

Will my MPW bill be stable this winter?

The news and social media have folks concerned over high heating bills this winter. Here's some good news:

- Our fuel costs for this winter have been locked-in for some time and are expected to remain stable this winter.
- Our rates are not expected to change this winter.

Like any seasonal changes, usage may increase — especially if you have electric heat —but the rate per kWh should remain stable.

Whether your home is heated electric (MPW) or gas (Alliant), your usage always impacts the amount of your energy bill, so take steps now to keep your home warm.

- Open drapes and shades to let the sun in. Close at night to keep cold out and hold heat in.
- Air leakage could keep your furnace running overtime. Seal cracks around windows and doors to prevent energy loss.
- Make sure supply and return vents are not blocked by rugs or furniture.
- Bundle up with extra layers to keep your thermostat at or below 68 degrees (or as low as you can tolerate).
- Reverse the spin of ceiling fans to push warm air back down.
- Replace your furnace filter.

Find more tips at:

<https://mpw.org/energy-smarts/>

Muscatine Power and Water
ENERGY
Smarts

MPW Earns SEP Designation Again

It's been a banner year for MPW. The Utility has once again earned a Smart Energy Provider (SEP) designation from the American Public Power Association (APPA) for demonstrating a commitment to and proficiency in energy efficiency, distributed generation, and environmental initiatives that support the goal of providing safe, reliable, low-cost, and sustainable electric service. The award was presented in Scottsdale, Arizona during APPA's annual Customer Connections Conference.



Gage Huston, Doug White, Paul Burback, Matt Wyatt, Greg Slonka

The SEP designation, which lasts for two years, recognizes public power utilities for demonstrating leading practices in four key disciplines: smart energy program structure; energy efficiency and distributed energy programs; environmental and sustainability initiatives; and customer experience. MPW joins more than 90 public power utilities nationwide that hold the SEP designation. This is MPW's second designation as a Smart Energy Provider, having won it previously in 2019.

Congratulations to our fellow team members for their excellent work that was worthy of national recognition.

The How to Crew is coming soon!

MPW is always happy to answer customer questions in person, by phone, online and in the field. Later this year, we'll be taking that accessibility a step further when we premiere the MPW How To Crew.



MPW is an organization full of Subject Matter Experts (SME), so who better to help educate you on common utility topics? The How To Crew is MPW's newest proactive measure in customer education and real MPW SMEs will be the "stars" of short videos explaining how you can perform simple tasks yourself, as well as how we do things on site and behind the scenes to make your customer experience as carefree as possible. How To Crew will launch before the end of the year with the first group of tips, tricks, and ideas covering all three utilities Electric, Water and Communications.

Videos will be available on your phones, tablets and PCs through links on mpw.org, YouTube, Facebook, and on your TVs via MPW TV Channel 17 and other cable channels, plus Local On Demand.



We're building a library of helpful tips and information about Electric, Water and Communications

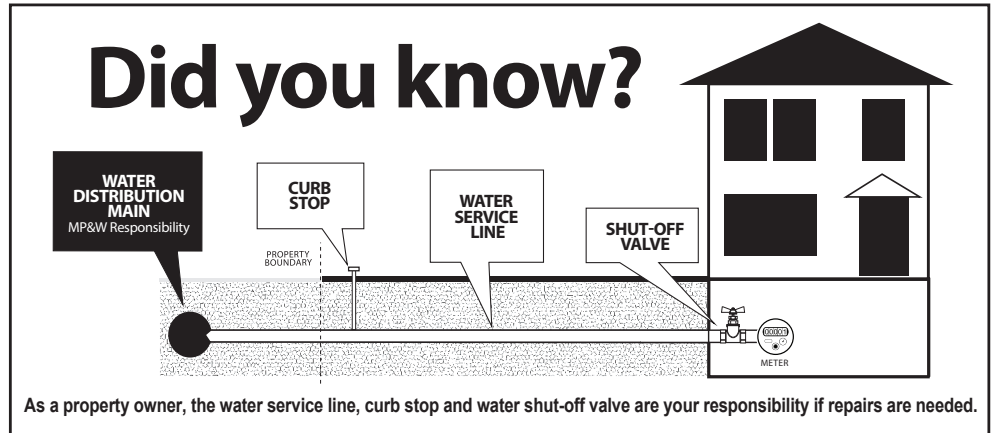
Empowering you through education is a great way for us to communicate to you before you have an issue. By passing on this knowledge we hope to make your MPW experience exceptional, and friendly.

Optional insurance plan can save customers thousands

Service line damage can cost thousands of dollars, leaving homeowners hurting financially. As shown in the diagram below, homeowners are responsible for the entire service line, from the main to the meter. Because such costly repairs would be difficult for many of us to cover on short notice, there are optional insurance programs available that can shield homeowners from unexpected water line repairs.

One such program is from Service Line Warranties of America (SLWA), a national provider of home emergency repair programs. While MPW is not affiliated with SLWA, they have been vetted by us and found to be reputable.

Several times a year, you may receive information from SLWA about their program and how to enroll. This protection is completely voluntary. Purchase/participation is purely up to you. SLWA handles all inquiries and service requests directly. MPW receives no financial benefit.



Ben
Local HelpDesk Pro

HelpDesk Heroes mpw.org/contact

I wanted to thank Ben for going above and beyond with our internet/router issue. Thank you so much!

- Allison C.



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

NEED HELP? WE LOVE TO HELP! CALL 263-2631 • Option 2

PRIVACY NOTICE FOR PHONE & CABLE TV

Muscatine Power and Water (MPW) complies with federal regulations for protecting the privacy of personally identifiable information in your account records. For telephone service, federal law refers to these records as "Customer Proprietary Network Information" (CPNI).

Affected records include a customer's subscribed telephone services, billing data, call details, etc.

MPW does not share customer account information with other entities for marketing purposes. MPW itself, may contact you with information about changes to our telephone service plans or optional features available for your subscribed service plan(s). We will not use protected telephone or other account information for any other marketing purpose.

The Personal Information Disclosure (PID) section of MPW Communications Service Rules sets forth our policy regarding personal customer information and the Federal Communications Commission and other regulators require MPW to protect your CPNI.

Learn more at: mpw.org/CPNI or mpw.org/CablePID.

Headed South for the Winter?

MPW's EZ Hold service is the quick and simple way to temporarily suspend cable and/or Internet service.

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.



Address: 3205 Cedar St. • Muscatine, IA 52761 **Visit our website:** www.mpw.org.
Lobby Hours: 8 AM - 4 PM; **Drive-thru Hours:** 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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