

MPW NEWS

VOLUME 2022 • ISSUE 3



Before You Dig
call
1-800-292-8989
or visit
iowaonecall.com



THIRSTY CROWD? We've got this!

Civic and community groups:
Invite the the MPW Hydration Station to your next event!

MPW water tastes great right from the tap and with 6 faucets and 2 water fountains the station is the perfect place to refill. It even has a dog bowl!

Contact MPW at 263-2631 for information on reserving it for your organization's events.

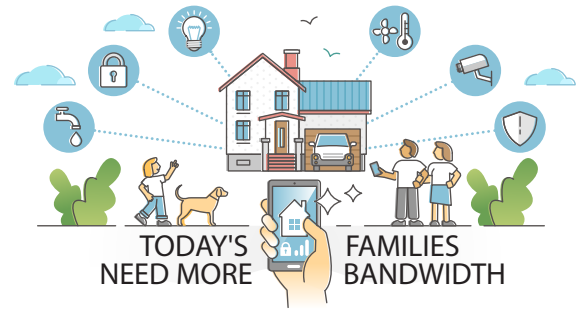
GIG SPEED DROPS BIG!

MPW Announces New Internet Structure

A positive customer experience is a top priority for MPW. We continually look for ways to enhance service delivery to provide superior customer satisfaction. That's why we are restructuring our internet packages. For most internet users, best experience usually equals higher speed. So, **beginning July 1**, we're rolling out a new service level structure that will bring down the price of our highest speeds and consolidate some of the lower speeds, all while providing easier access to more people.

"MPW Internet services have not been subject to an annual rate increase since 2012," said Erika Cox, Customer and Technology Experience Director. "A lot has changed in those 10 years. Folks have more connected devices than ever, and streaming, gaming and downloads really gobble up the bandwidth. This plan is a 'right-sizing' of our internet tiers."

The restructure is in alignment with a national trend among internet service providers (ISPs) to offer customers fewer, but better, speed options. Under the new plan, MPW will lower the monthly rates for 1 Gigabit, 250 and 100 Megabit per second (Mbps) services and add a new 500 Mbps service. On the lower speed end, a new



50 Mbps service will also be launched to replace current 25 and 40 Mbps services.

"The consolidation of the lower speeds will result in some customers having to move up and we've minimized the cost difference as much as possible. The rate will be slightly higher for some, but the speed increases are the real story. Plus, many of our rates are coming down! Gig speed is dropping \$29 per month; \$34 if you're a TV subscriber!" Cox added.

She also noted fewer customers are taking the lower speeds, with many routinely calling in for upgrades when they notice buffering and slow downloads because they are maxing out their current connection.

The Utility will offer customers upgraded from 25M, 40M, and 80M packages to a higher

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CUSTOMER APPRECIATION DAY 2022

Saturday June 18th
10am-2pm

Serving our neighbors!

100 YEARS
ELECTRIC POWER



25 YEARS
COMMUNICATIONS

and providing your water since 1900

BUCKET TRUCK RIDES!

POWER PLANT ACTIVITIES

COOKOUT! FREE LUNCH

LIVE DEMOS



Learn about your Utility through displays, games and interactive demos!
USE HOUSER STREET EMPLOYEE ENTRANCE FOR EVENT PARKING

FUN FOR ALL • FOOD • GIVEAWAYS • PRIZES • BRING THE FAMILY!

More speed, less money

Continued from page 1

package, a 30-day trial period at the higher speed at no extra charge. They can choose to keep it or downgrade at any time without penalty.

For customers who only use internet for low-bandwidth tasks like email and online shopping, MPW will continue to offer a 15 Mbps "lifeline" service for \$30.99. All eligible customers may receive a \$30 monthly credit toward any MPW internet service level under the federal Affordable Connectivity Program (ACP) — to learn more and check eligibility, visit:

<https://www.affordableconnectivity.gov/>

MPW will continue to offer "bundle" discounts



SCAN FOR ACP

for homes with multiple services (Internet, TV, Phone) — \$5 off for two, \$10 off for three.

Also beginning July 1, MPW will add a new **Internet Video Discount** of \$5 per month on services of 100 Mbps and above if you also subscribe to MPW TV.

And as an added bonus for 500 Mbps and 1 Gig subscribers, MPW's **WiFi@Home** managed wireless router and service will now be included at no extra charge!

"Here's an example," said Cox. "Under the new structure, if you are a 250 Mbps subscriber who takes MPW WiFi@Home service now, you can upgrade to the new 500 Mbps speed (which comes with WiFi free) for less money. It's true! Double the speed for \$3.99 less per month!"

Beware of Phone Scams!

Several customers have notified MPW they have received calls from persons claiming to be us and threatening disconnection "in 30 minutes" if they didn't pay their bill immediately.

Needles to say, that is not how MPW does business.

As your local hometown utility, MPW always provides ample warning and flexible options to customers in the event of late or missing payments. We may leave you a recorded message, but it certainly would not include a threat of disconnection. When in doubt, please call MPW Customer Service at 563-263-2631, **option 3**. If calling after hours, choose **option 2**.

██████ CALLED IN TO INFORM US THAT HE RECEIVED A CALL FROM AN ACTUAL PERSON STATING THAT IF HE DIDN'T PAY WITHIN 30 MINS, THEY WOULD SHUT HIS ELECTRIC OFF. HE SAID THE NAME THAT SHOWED UP ON HIS CALLER ID WAS ██████, A FORMER MPW EMPLOYEE. HE ASKED FOR HER NAME AND SHE STATED THAT HER NAME WAS ASHLEY BANKS AND THAT HER EMPLOYEE ID IS 39227. ██████ LET HER KNOW THAT HE HAS WORKED FOR MPW FOR SEVERAL YEARS AND DOESN'T KNOW ANYONE BY THAT NAME AND ALSO THAT THE EMPLOYEE NUMBER DOESN'T JIVE WITH WHAT OUR NUMBER SEQUENCE IS. SHE TOLD HIM SHE DOESN'T WORK FOR MPW, THAT SHE WORKS FOR THE CITY DISCONNECT SERVICE. HE LET HER KNOW IT DOESN'T WORK THAT WAY AND SHE ENDED UP HANGING UP.
*██████ CALLED BACK TO LET US KNOW HIS WIFE HAS ALSO RECEIVED MULTIPLE CALLS OF THIS NATURE AND THAT THE NAMES THAT SHOWED UP ON THEIR CALLER ID WERE ALL OF FORMER MPW EMPLOYEES.



BE PREPARED FOR THE UNEXPECTED

Optional Service Line Protection

Each spring and fall, MPW reminds all customers that breaks, damage and repairs to service lines from the main to the meter, are the homeowner's responsibility. As shown in the diagram, the Utility is responsible for water mains, but the interconnecton belongs to you.

Repairs or replacement are often unexpected and can cost the homeowner thousands of dollars. For this reason, MPW has partnered with Service Line Warranties of America (SLWA) which offers protection programs to homeowners for their Water Service Lines (WSL) and Sewer Service Lines (SSL). **SLWA has recently mailed information to local homes not currently covered.**

SLWA coverage is completely optional. You are under no obligation to buy.

Your homeowners' insurance may cover these repairs, but if not, SLWA provides these affordable Service Line Warranty programs which feature no service fees or deductibles. If a customer's line needs repair, a simple call to SLWA's 24-hour hotline will dispatch a local, licensed contractor familiar with the local plumbing code.



SLWA is an independent company and while we have vetted them, MPW receives no benefit from the sale of these warranties. The coverage is voluntary and available at affordable monthly or annual rates.

To learn more, visit www.slwofa.com or call 1-866-922-9006


Line 106: *Ready to Energize*

Progress on MPW's Transmission Line 106 project is steady and nearing completion. Construction of the 161,000 Volt line is complete, end-to-end. Connections to the two new substations are underway and project completion is expected this summer.

Line 106 is a critical addition to our electric system, providing a new northern path to the electrical grid to supplement existing southern transmission lines. The new infrastructure positions us for progress by providing transmission redundancy — a critical companion piece to MPW's Powering the Future initiatives.

This project is being developed jointly by MPW and Central Iowa Power Cooperative (CIPCO).






HelpDesk Heroes - Teamwork Edition

Giving great service really is a team effort. Sometimes the HelpDesk enlists the aid of our Communications Technicians to handle issues on site. This edition, we wanted to share a comment from customer Rick who had a recent site visit:

"I just wanted to let you know that the install went great. Technician Josh was "very knowledgeable and very friendly."

Comm Tech Josh

mpw.org/helpdesk




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



MPW CAN HELP

Many roofing, siding and/or painting projects can put you dangerously close to power lines. For your safety, MPW provides protective electric line cover-ups, assistance with mast flashing and other FREE services.

For more information, call MPW Engineering at 262-3322, Monday thru Friday 8am -2:30pm.



Summer is the prime season

Power Watches & Power Warnings

KNOW THE DIFFERENCE

A **Power Watch** is a condition where the potential exists for electric energy demand to exceed electric energy supply. If a Power Watch is issued, MPW will ask residential, commercial, and industrial customers to voluntarily cut back on electric energy usage by turning off or cutting back the use of electrical energy-intensive appliances, such as air conditioners, electric ranges, and electric dryers.

A **Power Warning** is an **urgent and mandatory** call to customers to reduce energy usage because, at the time the warning is issued, the electric energy demand is actually exceeding electric energy supply. If a Power Warning is issued, MPW customers must immediately take action to curtail electricity usage except for essential needs.

The North American Electric Reliability Council (NERC) requires electric utilities to warn customers in the event of potential or actual electrical supply emergencies.



2021-2022 Water Consumer Confidence Report (CCR)

The annual 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 the lobby of our offices at 3205 Cedar Street. If you require a printed copy and cannot either print one online or visit us in person, please call Customer Service at 263-2631.

CYBER SAFETY TIPS

Avoid Travel Rental Scams

Planning a getaway trip using a vacation rental website or app such as AirBnB, HomeAway, or VRBO? Beware, cybercriminals are also using these services to trick you and steal your money.

Scammers will often post fake rental listings, stealing pictures and property details from legitimate rental listings to create a fake listing. When you inquire about a fake listing, the scammer will request a security deposit as a down payment. Once the scammer has your money, they'll cancel the reservation at the last minute, or you will arrive at your vacation home to find that the property is already booked, or doesn't even exist.

Remember the following tips when booking your next getaway online:

- **Book Official**

Only use reputable websites that use a secure payment portal and offer protection against fraud.

- **Make sure the property exists**

Do some research on the property you are interested in booking. Search the address using Google Maps or another mapping service. If you happen to know someone in the area you are to be visiting, ask them to check out the property for you. Scammers sometimes use an address of a random company, vacant building, parking lot, or an address that does not exist.

- **Read the Reviews**

If the property you are viewing has negative or no reviews, then it's probably best to consider a different property.

- **Only make payments through the official website for rental listing.**

Often times scammers will try to get you to pay with a check or even request that you wire money to them directly. Make sure to only make your payments through the official rental website that has a secure and protected payment portal.

Don't let these scammers ruin your next vacation and remember the above tips to be better prepared the next time your travel!

Middle School Science & Engineering Fair Returns

After a two year hiatus, it was good to see students present their ideas, research and projects. In addition to other honors, MPW presented our Energy Efficiency Awards.

1st Place went to Preston B. Hydromatic; 2nd Place, Lexi L. - Solar Desalinator; and 3rd Place, Kyndel A. and Nico B. - Natural Water Filter.



Pool Gallons	Water Cost
1000	\$1.57
2500	\$3.92
5000	\$7.84
7500	\$11.76
10,000	\$15.68
15,000	\$23.52
20,000	\$31.36
30,000	\$47.04

Swim Happy!

MPW's low water rates make summer fill-up super-affordable!

ALMOST FRIDAY FEST RETURNS TO THE RIVERFRONT

THURSDAY	THURSDAY	THURSDAY	THURSDAY	THURSDAY
MAY 26	JUNE 23	JULY 21	AUG 25	SEPT 22
FEATURING 1ST IMPRESSION	FEATURING ANGUS KAHN	FEATURING AFTER SHOCK	FEATURING MUD DOGS BAND	FEATURING MONICA AUSTIN
SPECIAL EVENT JULY 4	FEATURING TIM STOP	SPECIAL EVENT JULY 22	SOCCER SEARCH FRIDAY FEST FAIR WARNING	
SPECIAL EVENT SEPT 23	FRIDAY FEST ANGUS KAHN	SPECIAL EVENT SEPT 24	OKTOBREWFEEST FRANKIE JOE AND KINFOLK	

EVERY 4TH THURSDAY 5 to 8 + SPECIAL DATES • almostfridayfest.org



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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FOLLOW US! https://twitter.com/mpw_tweets