

# MPW NEWS

VOLUME 2023 • ISSUE 3



## Choose Green Muscatine

is a super-simple way for everyone to support green energy and earn Renewable Energy Certificates (RECs) based on the output of MPW's South Fork Wind Farm.

### How to Get Started:

Sign up is easy and there are no upfront costs! Simply complete the [enrollment form](#) on [mpw.org](#). Make your "Green Choice" — the amount of your home's usage you want to dedicate to renewable sources. Choose 25%, 50%, or fully commit 100% of your usage to be covered by MPW's renewable wind energy for just an extra penny per kilowatt-hour.

Sign up and learn more at [mpw.org/choosegreen](#)



## THIRSTY CROWD?

Invite the MPW Hydration Station to your next event!

With 6 faucets and 2 water fountains, the station is the perfect place to refill. It even has a dog bowl!

Available to community and civic groups. Contact MPW at 263-2631 to reserve it for your organization's event.

## Award-winning Reliability and Safety Practices

Muscatine Power and Water (MPW) is proud to announce it has earned multiple awards from the American Public Power Association (APPA) for its commitment to reliability and safety.



Awarded every three years, the **Reliable Public Power Provider** designation (RP3®), recognizes public power utilities which demonstrate proficiency in four disciplines: reliability, safety, workforce development, and system improvement. Criteria include sound business practices and a utility-wide commitment to safe and reliable delivery of electricity.

MPW General Manager Gage Huston shared: "receiving an RP3® designation is a great honor and demonstrates MPW's commitment to implementing industry best practices in utility operations. MPW, like other RP3 utilities, are consistently looking to improve their workforce, system reliability, and safety to serve their communities better."



*Pictured from left to right: Gage Huston, Mark Nelson, Ryan Streck*

This year, for the fourth straight time, MPW earned RP3's highest designation, Diamond level. The Utility has achieved RP3 status in each cycle over the 18 years APPA has offered it, previously earning gold and platinum status. Nationwide, just 271 out of nearly 1400 public power utilities can claim the RP3 designation.

"This is a great honor," said Director of Utility Services Delivery Ryan Streck: "We take a lot of pride in the work we do to power our community. It's nice to be recognized among the best of the best on a national level!"

MPW also earned APPA's **Safety Award of Excellence** for safe operating practices in 2022 – the second time MPW has been recognized for its safety culture. MPW earned a third-place award in Category F for utilities with 250,000 – 999,999 worker-hours of annual worker exposure.

"We could not have accomplished this without our staff prioritizing safety," shared Huston. "One of MPW's core values is creating a culture of safety with the belief that safety is everyone's responsibility and all accidents are preventable."

Overall, 283 utilities from across the country entered the annual Safety Awards. Entrants were placed in categories according to their number of worker hours and ranked based on incident-free records and the overall state of their safety programs and culture during 2022. The incidence rate is based on the number of work-related reportable injuries or illnesses and worker hours during 2022, as defined by the Occupational Safety and Health Administration (OSHA).

"Team members are empowered to stop work immediately – no matter what the work is – if there is a safety concern," said Jim Garrison, Safety Manager: "Our most valued resource is our employees. There is always time to do the work safely to ensure our team members are not put in harm's way."



*Safety Committee: (L-R) Justin Conklin, Donyell Archer, Karl Tammer, Casey Shields, Greg Gillespie, Tommy Ash, Steve Truitt, Chad Behnke, Eric Donald, Jim Garrison, Amber Hazen, Bryan Butler, John Powell, Dean Scott, Gage Huston*

To learn more about the APPA's RP3 designation or safety awards, visit [publicpower.org](#).

# MPW Fiber Network Expansion

Area homeowners joined MPW and community leaders to break ground May 3 for the expansion of our all-fiber network along Hwy 22 East. Over 250 additional households, many which have sought MPW services for years, will soon have access to MPW Fiber internet, TV, and phone services. Until now, the cost of extending infrastructure has been prohibitive, but partial funding for the expansion, provided by the state's Empower Rural Iowa Broadband Grant Program, has made this investment a reality.

Attendees were able to learn more about the project from Communications technicians and many were eager to pre-register for service with Customer Service staff during the two hour open house. This fiber expansion will help bridge the digital divide by providing access to high-speed internet and other services in previously under-served areas.

Many thanks to all who attended, and a special shout out to HON Geneva for the use of their parking lot for the event.



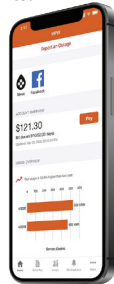
## Have Your Signed up for SmartHub?



Thousands of customers are using SmartHub already, and have found out just how easy it is to access and manage their MPW accounts.

SmartHub gives you online access via your PC, or via mobile app on your smartphone or tablet. View usage history, pay your bill, receive urgent messages, report service outages and more! You can even sign up for paperless billing and set up AutoPay with just a few clicks! It's a real timesaver.

For additional links, instructions, features, and FAQ's visit [mpw.org/smarthub](http://mpw.org/smarthub) or call 263-2631 for help.



## Faster speeds, FOR LESS!

In today's digital age, internet connectivity is as vital as electric and water services. Although the number of connected devices in homes continues to grow, many users have not added bandwidth to handle the extra load.

To ensure all our customers get the best experience, MPW repriced and realigned our internet packages to give everyone more speed with no rate increase! We brought down the price of Gigabit internet by \$35 and bumped those at 250 and 500 Mbps to Gigabit speed. Similarly, those at 50 and 100 Mbps were "next leveled" to 100 and 250 Mbps, respectively. Plus, all speeds over 100 Mbps are now symmetrical — upload speed now matches download.

MPW has also dropped the price of our **WiFi@Home Managed Router Service** to only \$7.99 a month and it is included with the new Gigabit service. We hope you enjoy your upgrade.



Scan the code to download the SmartHub app on your mobile device!

# 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 letter from a customer who had a recent site visit:*



Jason  
Communications Tech

[mpw.org/helpdesk](http://mpw.org/helpdesk)



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

5223

Dear MPW:

I want to thank you for the excellent customer service I received today. Jason came and I had to finish a zoom call — so — he came back (sameday). He is:

- professional
- explains very well
- knowledgeable
- this is the best customer service I have ever received!
- NO — I am not a friend or relative (LOL)

Please keep him. You could not have a better liaison for your company.

## Protecting your drinking water

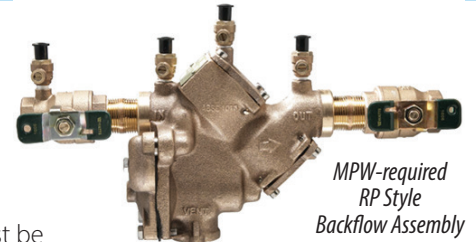
# Backflow Prevention: It's the law!

In a water system, a "cross-connection" is any point where contaminants can "backflow" from the customer's point of use into the public water supply.

According to state law, an approved reduced pressure zone backflow prevention assembly must be installed on any boiler, swimming pool, in-ground irrigation system, or yard hydrant that has a permanent connection to the home's water piping system. Contamination can occur through these cross-connections. The risk is serious and can cause illness and even death.

Cities with 15,000 or more residents are required to enact a backflow prevention program to protect the community's tap water from accidental contamination. MPW's policy lays out standards for installation and annual inspections by a certified technician.

Clean, safe drinking water is everyone's responsibility. Learn more about backflow protection and whether you need it. Call 563-263-2631, snap the QR code, or visit <https://mpw.org/water/backflow-prevention/>.



MPW-required  
RP Style  
Backflow Assembly

LEARN MORE



## 2022-2023 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.



## 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

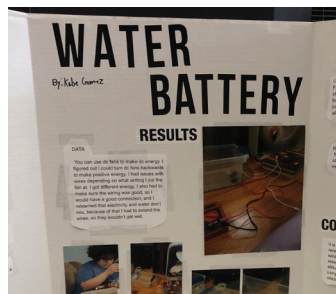
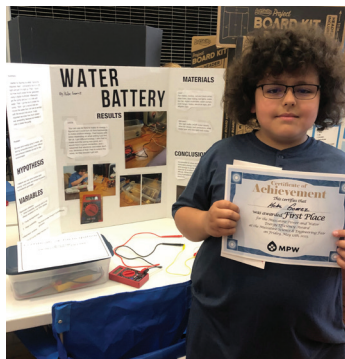
A **Power Watch** is a condition where the potential exists for electric energy demand to exceed electric energy supply. If a Power Watch is issued, MPW will ask residential, commercial, and industrial customers to voluntarily cut back on electric energy usage by turning off or cutting back the use of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

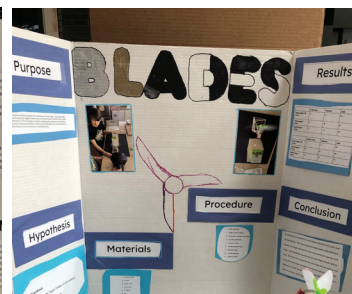
The North American Electric Reliability Council (NERC) requires electric utilities to warn customers in the event of potential or actual electrical supply emergencies.

## Middle School Science & Engineering Fair Winners

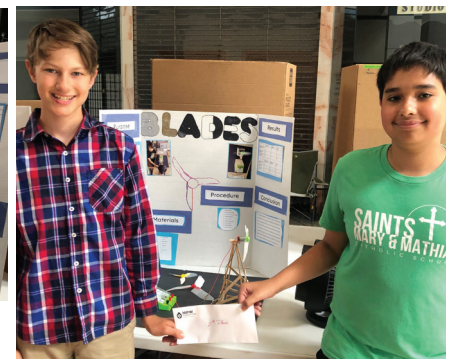
MPW supports and encourages students who are interested in STEM subjects (science, technology, engineering and math). Each year at the middle school Science Fair, we present special awards for energy and water projects. Congratulations to this year's winners! It's always good to see students present their ideas, research and projects.



1st Place winner,  
Kobe G - Water Battery



2nd Place winners, Henry E and  
Draven B - Homemade Wind Turbine.



# Look before you book

If you're planning a trip soon, there are some things you should consider. For starters, is that dirt cheap flight to Tokyo too good to be true? Probably so, especially when the booking site also offers a boatload of other deals at shocking, unbeatable prices — who does that? A scam artist looking to take your money, that's who! For this reason, you need to learn how to sniff out these "too good to be true" offers. To help you out, here are some tips:



- **Go official:** Book a trip directly with an airline or hotel, or through a reputable agent/tour operator.
- **Do your research:** Do a thorough online search to ensure the company is legitimate. Are there very few pictures of the business' property, or unfavorable reviews? If they're suspect, other people may have posted their negative experience to warn others.
- **Stay safe online:** If sent a deal via social media or email, be very cautious and think before you click! The link may direct you to a malicious site. Make sure to pay special attention to the website name and domain. You may notice small changes in the name or domain – such as going from .com to .ru, which can direct you to a completely different company.
- **Pay safe:** Don't pay in cash, via bank transfer (MoneyWise, Western Union), or virtual currencies like Bitcoin. These payment methods are hard to trace and are non-refundable! Instead, pay with a credit card. Also, check that the website uses a padlock icon (https) on the address bar, indicating it's secure.
- **Check the small print:** Verify the website offers terms and conditions, a refund policy, and a privacy policy.
- **Use your instincts:** If something sounds too good to be true, it probably is.
- **Report it:** Keep all of the evidence and report it to your local authorities right away.

Use these tips to help avoid becoming the next victim of a scam. **Remember, always look before you book. Otherwise, you'll cry after you buy.**

Muscatine Power and Water  
**ENERGY Smarts**

Interested in saving money on energy costs, reducing your environmental impact, and learning about energy efficiency programs? Learn more at:  
[mpw.org/energy-smarts](http://mpw.org/energy-smarts)

MUSCATINE'S  
**COMMUNITY EVENT Calendar**

Keep up-to-date on all of the great events going on in Muscatine.  
[WWW.MUSCATINE.COM/EVENTS](http://WWW.MUSCATINE.COM/EVENTS)

**PRIVACY NOTICE FOR PHONE & CABLE TV CUSTOMERS**

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 services 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/media/CommunicationsServiceRules.pdf](http://mpw.org/media/CommunicationsServiceRules.pdf)

**ALMOST FRIDAY FEST RETURNS TO THE RIVERFRONT**

THURSDAY <b>JUNE 22</b> FEATURING <b>FIESTA BAND</b>	THURSDAY <b>JULY 27</b> FEATURING <b>TIM STOP BAND</b>	THURSDAY <b>AUG 24</b> FEATURING <b>1ST IMPRESSION</b>	THURSDAY <b>SEPT 28</b> FEATURING <b>MUD DOGS</b>
SPECIAL EVENT <b>JULY 4</b>	FEATURING - from AUSTRALIA <b>KINGS &amp; ASSOCIATES</b>	SPECIAL EVENT <b>JULY 28</b>	SOCCER SEARCH FRIDAY FEST <b>CODE 415</b>
SPECIAL EVENT <b>SEPT 29</b>	RAGBRAI <b>TBA</b>	SPECIAL EVENT <b>SEPT 29</b>	BREWFEST EVE <b>MONICA AUSTIN</b>
		SPECIAL EVENT <b>SEPT 30</b>	OKTOBREWFEST <b>TBA</b>

EVERY 4TH THURSDAY 5 to 8 + SPECIAL DATES • [almostfridayfest.org](http://almostfridayfest.org)



**Address:** 3205 Cedar St. • Muscatine, IA 52761 **Visit our website:** [www.mpw.org](http://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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