

## Press Release

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Muscatine Power and Water  
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### FOR IMMEDIATE RELEASE

#### MP&W Launches MyMPW

The Muscatine Board of Water, Electric and Communications Trustees were updated Tuesday on a new offering designed to enhance the MP&W customer experience. Launched in April, MyMPW ([www.mpw.org/mympw](http://www.mpw.org/mympw)), is a one-stop webpage for customers to interact with the Utility electronically.

The most commonly accessed website links, interactions and transactions were identified and moved to MyMPW to improve and streamline the overall customer experience. The customer portal contains a variety of tools including a new “How Do I...” section, Internet speed test, Google search bar, MachLink email access, outage reporting, and meter readings. Customers can also email the HelpDesk from the portal with any questions or concerns.

“Muscatine Power and Water customers expect to have a positive experience no matter how they interact with the Utility,” said Gage Huston, General Manager. “Our goal is to deliver on that expectation and make doing business with MP&W uncomplicated.”

Additionally, customers are alerted to events such as Fiber Fun Night and upcoming maintenance windows, and can access the latest MP&W news releases.

Mr. Huston also provided the Board of Trustees with an update following the May 15 severe weather event. During the storm, which impacted a large swath of Iowa, four substation breakers were affected locally in addition to multiple downed tree limbs on power lines. Customers were able to see the local impact via MP&W’s new web-based outage map and many customers reported their service outage using the online form.

“Our reliability is, in part, attributed to the robust system design we have in place,” said Huston. On three of the four circuits, almost all customers experienced only a power blip; the fourth circuit was repaired quickly, and the remaining customers were restored once the tree limbs were removed from the power lines. In addition to good system design, System Control Operators monitor and dispatch crews into the field, customer service personnel take calls, and responsive lineman and field crews quickly get out to troubleshoot and return customers to full service as soon as possible. “It definitely helps being local – we’re right here”, Huston concluded.

In other action, the Board:

- Accepted contract change order and final acceptance for the Grandview Avenue Water Treatment Plant Expansion Project for a final price of \$995,159. The project was completed by Calacci Construction Company of Iowa City.

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**ABOUT MUSCATINE POWER AND WATER**

*Muscatine Power and Water (MP&W) is a customer-driven, not-for-profit municipal utility, established by the community for the purpose of serving the community responsively, competitively, and responsibly. MP&W provides reliable electricity, high quality water, and state-of-the-art communications services, including Internet, TV, and phone services, to businesses and homes throughout the Muscatine community at rates below state and national averages with outstanding customer service. MP&W is locally controlled and operated for the benefit and betterment of the community.*