**Quick Notes**

**Deadline for 2019 Energy Efficiency Rebates is March 31**
Collect your rebates on qualifying appliances, Heating & AC equipment or LED light bulbs purchased in 2019! Find the rebate form at: [mpw.org/residential-rebates]
Fill out and return to MP&W Energy Services for a credit on your bill.

**TV Sun Outages Possible February 29 thru March 6**
The sun can overpower signals from communications satellites and twice a year, briefly affect your TV signal. This temporary condition is beyond anyone’s control. Depending on time and channel, your picture could “tile” or “freeze”. It will slowly be restored on its own and requires no action.

**Hydrant Flushing Scheduled for April 13 thru May 8**
To remove the build-up of minerals and ensure all fire hydrants are in good working order, MP&W crews systematically flush all hydrants each Spring and Fall. Notices specifying locations will appear on Facebook and mpw.org each day. LIKE us to receive them: [facebook.com/MPWutility]

**MP&W Lobby Closed April 10**
The MP&W Business Office at 3205 Cedar Street will be closed April 10 for Good Friday.
Utility emergencies will continue to be handled 24/7. Our HelpDesk personnel will be available from 6am to Midnight at 263-2631 to handle technical and customer service issues.

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**Marquee Sports Network launches February 22!**

**New “All Cubs” Network Coming to MachLink TV**

MP&W welcomes the new Marquee Sports Network to MachLink TV. Marquee is the new exclusive television home of the Chicago Cubs. The network, set to launch February 22, will be the Chicago-region’s exclusive network for fans to view live Cubs games plus extensive pre and postgame coverage, exclusive Cubs content and more.

“Fans expressed concern at the end of last season when both NBC Sports Chicago and WGN announced they were doing their final broadcasts,” said Erika Cox, Director of Customer and Technology Experience. “Over the past few months we’ve been working directly with the new network to make sure our local Cubs fans will have access to the game broadcasts and a lot more.”

In addition to live game broadcasts, which will continue to feature broadcasters Len Kasper and Jim Deshaies, Marquee Sports Network will provide extensive pregame and postgame coverage, unique Cubs content and other local sports programming. Marquee is a partnership between the Chicago Cubs and Sinclair Broadcast Group. This venture is similar to regional team-specific networks in other major markets.

The new network will be inserted in the MachLink TV lineup near other national and regional sports networks (Legacy Ch 32 and HD 732 | Fiber Ch 37). Fans should expect to see live Cubs action, increased access to players/coaches and around-the-clock coverage of the team beginning with Spring Training games.

Find the latest information at [mpw.org/news/cubs].
Inaugural WeOffset participants receive their RECs

2019 Renewable Energy Certificates (REC) are in the mail! General Manager, Gage Huston signed a healthy stack of the certificates last month for the inaugural group of We Offset participants.

Paul Burback, MP&W Energy Services Advisor reported, in the first official year of the program, we retired 22,877 RECs, which is equivalent to 22,877,000 kilowatt-hours (kWh) — that’s almost 23 million! First year residential customers retired 377 RECs. The remaining number were purchased by commercial/industrial customers.

**REC** (pronounced: rēk), is a market-based instrument that represents the property rights to the environmental, social and other non-power attributes of renewable electricity generation.

RECs are issued when one megawatt-hour (MWh) of electricity is generated and delivered to the electricity grid from a renewable energy resource.

Local industrial customers have inquired about **Green-e®** certification by the national non-profit Center for Resource Solutions (CRS). **Green-e®** serves as a guarantee that our program meets strict environmental and consumer protection standards and also allows manufacturers to label their products as **Green-e® Certified**. MP&W has applied with CRS for this designation.

Learn more about requirements for Green-e® branding at green-e.org/programs/marketplace

Early last year, MP&W rolled out the **WeOffset** program which allows Electric Utility customers to specify a percentage of their power consumption (25%, 50% or 100%) they would like to be offset by renewable energy from MP&W’s South Fork Wind Farm.

MachLink customer Judy was unable to send/receive emails. HelpDesk Pro Chris started a LogMeIn session which allowed us remote access to her computer.

Chris saw that Judy’s email app, Thunderbird was working offline. He changed it for her and she was then able to send and receive.

In her comments, Judy said, "Chris did an outstanding job!"
2019 ends on a high note

The Electric and Communications Utilities each demonstrated improved reliability in terms of service impacting outages in 2019. To restore services quicker, staff have implemented a strategy to "overwhelm" outages or call in more response resources sooner. This approach has helped reduce Electric Utility duration of customer outages 54%, down from an average of 85 minutes to 38 minutes. Converting more customers over the all-fiber system contributed to the increase in network reliability for internet services.

“The fiber system eliminates electronic equipment in the field. Those electronics are subject to interference and failure, and they go away on the fiber system,” added Erika Cox, Director of Customer and Technology Experience. “We should continue to see internet reliability improve as more and more customers move off the legacy system.”

The Water Department replaced nearly 250 feet of water main on Fulliam Avenue which had experienced multiple breaks. This and other planned replacement of water main infrastructure supports the Water Utility’s service reliability.

One of the best ways to strengthen the security of your online identity is good password management.

- Different passwords for different websites
- Don’t reuse passwords
- Use strong passwords
  - 8 character minimum
  - Upper case, lower case, numbers, symbols
  - Does not contain personal information
- Change passwords frequently (every 3 – 6 months)
- Enable 2 Factor Authentication if available

DID YOU KNOW?

Over 85 TV network available!
Check the list and log in at
mpw.org/watchtiveverywhere

got power?

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NATIONAL LINEMAN APPRECIATION DAY

4/18/20

PC • Tablet • Smartphone

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is FREE with your Machlink TV subscription!
Annually, MP&W grants two $500 scholarships to graduating MHS seniors interested in pursuing a degree in a field applicable to a future career at MP&W. Degrees in fields such as Business, Accounting, Engineering, Energy Efficiency, Environmental Science, IT, skilled trades and more qualify. Students must be a child of an MP&W customer and plan to attend an accredited college/institution. The deadline to apply for these scholarship is March 12, 2020. Applications are available through MHS.

Additionally, a separate scholarship, the **MP&W/Edward Archer Memorial**, is available for students attending Northwest Iowa Community College and enrolled in its 1or 2-year program for electric line workers. This scholarship was established in memory of MP&W employee, Ed Archer, to promote the lineman trade and assist students preparing for a career in this field. Preference is given to students from Muscatine or surrounding communities. Candidates must apply with Northwest Iowa Community College scholarship section. Application deadline is March 1, 2020. Get details online at [www.nwicc.edu](http://www.nwicc.edu).

The American Public Power Association (APPA) has additional opportunities through its DEED Scholarship Program. Learn more at: [mpw.org/scholarships](http://mpw.org/scholarships)