

THE INNOVATOR

Denison Municipal Utilities

April, 2017

DMU Announces Staff Changes

Joe Poggensee was hired as our new locator/meter technician as Mike Miller moved to the Electric Distribution crew.

Magali Ornelas was hired as our new accounts payable/administrative assistant to fill the vacancy created with the retirement of Diane Graeve.

Jason Lee was hired as our new Electric Manager. That position came open when Rory Weis was hired as the new DMU General Manager after the retirement of Mark Ramthun.

Congratulations to all of our new employees.

Customers can pay their bill anytime day or night.

DMU customers can now pay their bill through an Interactive Voice Response System (IVR) offered by Payment Services Network (PSN) for DMU.

Customers can dial 1-877-885-7968 to pay their bill anytime.

If the IVR system cannot locate your account information, you will be directed to a PSN Customer Service Representative.

The IVR system does have an option to hear the instructions in Spanish.

Did you know we have a level payment option?

You can make it easier for yourself by going on a budget and paying the same amount every month. We recalculate your bills twice a year in March and September and if it needs adjusted we will make the changes on your bill.

Check your current statement as your level payment amount may have changed.

All you have to do is stop by our office and fill out the easy form.

If you have any questions please call 712-263-4154.

Drinking Water Week May 7-13, 2017

YOUR WATER

to know it is to love it

Throughout the week, DMU, AWWA and water community partners will celebrate Drinking Water Week by recognizing the vital role water plays in our daily lives and in the quality of life we enjoy because of it. Focus will be placed on ways in which water consumers can get to know and value their water supply and local water utility during this special week.

For more than 35 years, Denison Municipal Utilities (DMU) and the American Water Works Association (AWWA) have joined together to celebrate an important event in our industry, Drinking Water Week. We look forward to Drinking Water Week each year to assist consumers in understanding and appreciating the DMU water utility.

Did you know that tap water provides us with...

A low-cost way to stay hydrated, Public health and fire protection, and nearly every product that we use every day? Because of tap water, we stay hydrated, healthy and happy. The more you know about your H₂O the more there is to love! To learn more this **Drinking Water Week**, visit DrinkTap.org or contact the DMU Water Department.

Drinking Water Week will be observed May 7th through May 13th, 2017. DMU urges our customers to get to know your water system and the importance of water to you.

“YOUR WATER—to know it is to love it.”



Find us on
Facebook

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We're on the
Web!
www.dmuonline.com

**Community owned
electric, water, & sewer**

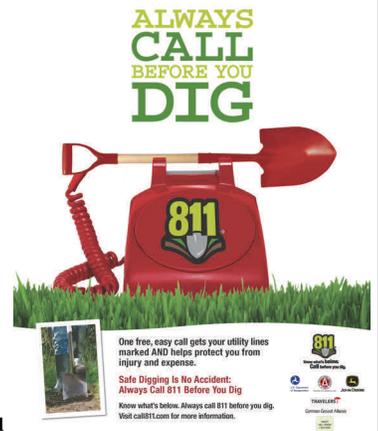


DENISON MUNICIPAL UTILITIES
"Essentials For Life."

April is Safe Digging month

Many of us look forward to getting out in the yard this spring and summer, but we urge you to take caution before digging. Accidentally cutting into utility lines is not only expensive, but can be deadly. Iowa law requires anyone who does digging or excavating to call Iowa One Call to see if there are any underground utility lines or cables. This applies to homeowners planting trees or fence posts and commercial contractors excavating for buildings.

It is important to call at least 48 hours before you are set to dig. If underground lines exist in that area, the utilities will mark the location of the lines within that 48 hour period. Be sure that the flags are not tampered with once the lines are marked. If the flags are moved someone could dig in the wrong location and cut into our lines.



Please call 811 "Iowa One Call" before you dig and make it safe for you and everyone else.



**Cash Incentives
for your HOME**

The Bright Energy Solutions program provides cash incentives to help you make energy-efficient improvements.

The following are available:

- * Clothes Washers—\$50
- * Clothes Dryer—\$80
- * Refrigerators—\$50 (with recycling of old, working unit) \$20 (with no recycling)
- * Room Air Conditioners—\$25
- * Dehumidifiers—\$15
- * LED Lighting—\$2—\$4
- * Programmable Thermostats—\$25
- * Air-Source Heat Pumps \$250—\$450
- * Central Air Conditioners \$250—\$450
- * Central A/C or Heat Pump Tune-Up \$30
- * Geothermal Heat Pumps \$200/ton
- * Heat-Pump Water Heaters \$250
- * ECMs in New Furnaces or Air Handlers/ Fan Coils \$150

Participating is easy! Just visit:

www.dmuonline.com or
brightenergysolutions.com

Hotlines have changed.

Energy can be complicated. That's why we provide **Bright Ideas**, a free online service that includes an easy-to-search Energy Library you can access at any time, as well as calculators to help you make energy-efficient choices. Plus, a monthly e-newsletter delivers energy conservation tips right to your inbox!

It's like having your own Energy Hotline.

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