



## DMU Electric Rates and Reliability Information

The Denison Municipal Utility board members and employees are proud of our low electric rates. American Public Power Association (APPA) conducted a 2012 kWh rate survey of all municipal utilities, investor-owned utilities and cooperatives in Iowa and DMU has one of the lowest rates. DMU's overall total revenue/kWh rate of 5.7¢ kWh is second lowest among all Iowa municipal electric providers, trailing only Muscatine Power & Water. Individually, the DMU residential rates are the third lowest, commercial rates are the #1 lowest and industrial rates are third lowest. Below is the list of surrounding utilities Rev/kWh rates from the 2012 APPA Survey:

2012 Revenue/kWh

Denison	5.7¢	Wall Lake	8.3¢
MidAmerican	6.2¢	Woodbine	8.5¢
Atlantic	6.8¢	Breda	8.6¢
Algona	7.1¢	Mapleton	9.0¢
Sergeant Bluff	7.4¢	Indianola	9.2¢
Sioux Center	7.6¢	Lake View	9.5¢
Onawa	7.7¢	Harlan	10.0¢
Manilla	8.2¢	Coon Rapids	10.2¢

Along with our low rates we have had an excellent three-year electric reliability record of 99.85%.

	<u>Number of Outages</u>	<u>Outage minutes</u>	<u>Electric Service Availability</u>
2011	21	743	99.86 %
2012	14	634	99.88 %
2013	18	1062	99.80 %

## DIG SAFELY

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. Statistics indicate that damage from excavation related activities is a leading cause of service line accidents. If you are a homeowner, excavator, or developer, we need your help in preventing service line emergencies.

1. Call Iowa One Call before excavation begins. (800-292-8989) or (811)
2. Wait the required amount of time.
3. A trained technician will mark the location of the service line at no cost to you.
4. Respect the marks.
5. Dig with care.

If you have any questions call the DMU office at 712-263-4154.



Know what's below.  
Call before you dig.

## 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

Dishwashers—\$25

Refrigerators—\$50 (with recycling of old, working unit)

Ceiling fans—\$25

Room air conditioners—\$15

Dehumidifiers—\$10

LED light strings—\$3.50

Participating is easy! Just visit:  
[www.dmuonline.com](http://www.dmuonline.com)



## Customer Survey



On March 20th we mailed a customer survey to 690 randomly selected customers to help us focus on those areas where the customer feels improvements are needed and also highlight where the customer thinks we are doing a good job. We would like hear from all of our customers so we put a customer survey link on our website.

It's easy, just go to [www.dmuonline.com](http://www.dmuonline.com) and click on Customer Survey. We appreciate your opinion and strive to satisfy our customers.

## Denison Municipal Utilities

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We're on the  
Web!  
[www.dmuonline.com](http://www.dmuonline.com)

Community owned  
electric, water, & sewer



Charge a laptop 200 times



Take six hot showers



Watch TV for 45 hours



Light a CFL bulb for 670 hours

## What Can You Do With One Dollar's Worth of Electricity?

Paying for utilities isn't like shopping at the grocery store. When you buy a pound of beef, you know precisely what you are getting, but electricity can seem like just another bill to pay. Sure, you understand that electricity heats and cools your home, fuels your appliances and powers your TV and electronic devices; but what exactly are you paying for? It turns out, quite a lot.

← Here's what you can do with just a single dollar's worth of electricity:

### Getting more for your electricity dollar

As you can see, your electricity dollar goes a long way. Looking to stretch those dollars further? The following are some practical measures you can take to lower your utility bills:

- Install low-flow shower heads and aerated faucets to save water and reduce water heating costs.
- Unplug charging devices after your phone or laptop is fully charged. The chargers continue to use electricity even when they are not being used.
- Replace traditional incandescent bulbs with energy-efficient compact fluorescent lamps (CFLs) or light-emitting diodes (LEDs). Energy-efficient lights use up to 75 percent less electricity and last longer.
- Use energy-saving smart strips to power off TVs, video game consoles and cable set-top boxes when they are not being used.
- Run your clothes washer and dishwasher only when they are fully loaded; partial loads waste electricity.

## Making a Payment at DMU

It was discovered that sometime during the weekend of January 25th the DMU payment drop box was vandalized and all payments were stolen. We have taken precautions for this not to happen again. The drop box is more secure now and hopefully we will not have any problems again. However, for your safety and protection, please do not place cash payments in the drop box. Listed below are several different ways to make a payment:

- Office ( hours 8am-5pm Mon-Fri)
- Mailing your payment
- Drop it off at our local banks (Crawford County Bank, Bank Iowa, UBI)
- Automatic Withdrawal (Checking or Credit Card)
- DMU Website
- Paying over the Phone (credit card or debit card)
- Mobile App

## DMU Still Under Water Watch

As you are aware, Crawford County, and more specifically, the City of Denison experienced prolonged drought conditions in 2012 and 2013. This 2 year drought has resulted in a decrease in the recovery rate of water into the eleven (11) wells Denison Municipal Utilities (DMU) uses as its water source.

To proactively try to offset the decrease in the water levels in the DMU wells and to assure we maintain adequate fire protection and an overall satisfactory water supply, the DMU Board of Trustees adopted a Water Conservation Plan that establishes measures and provisions for our customers to follow that will produce an orderly and equitable reduction in water consumption until the Board finds and declares the water shortage condition to be ended.

**EFFECTIVE MARCH 1, 2013**, a Water Watch condition was implemented and continues to be enforced. Under a Water Watch, all DMU water customers are directed to comply with the following standards:

- 1) No watering of lawns, shrubs or gardens between the hours of 8:00 a.m. and 8:00 p.m.
- 2) No water should be used to fill private swimming pools, children's wading pools, reflecting pools or any other outdoor pool or pond.
- 3) No water should be used for nonessential cleaning of commercial and industrial equipment, machinery and interior spaces.
- 4) No water shall be used to wash streets, parking lots, driveways, sidewalks or building exteriors.
- 5) Water should be served at restaurants only upon the request of the customer.

The following penalties apply for violations of Water Watch use restrictions imposed under this plan.

- For a first violation, the utility shall issue a written notice of violation to the water user violating the water use restrictions imposed during a Water Watch.
- For any subsequent violations within a 12 month period, a \$20 surcharge shall be imposed on the customer's water bill.

Two additional, more-restrictive conservation conditions, a Water Warning and a Water Emergency, with much more severe penalty applications, may be declared depending on the recovery rate of the DMU wells, but hopefully the drought will not linger past the spring of 2014 and DMU can lift the Water Watch declaration and again return to normal water operations. Please call 712-263-4154 if you have any questions or comments and thank you in advance for your cooperation!