

THE INNOVATOR

Denison Municipal Utilities

April, 2016

SCAM ALERT

Please be aware of utility scams that continue in our community. We have been notified that some of our customers are receiving phone calls from persons that falsely claims to be from the local electric company. The caller threatens to turn off the power unless the customer pays their overdue bill immediately, and pressures the customer to transfer or wire them money or give them credit card/checking account information.

There are a few ways to recognize a bill collection scam:

- 1) Day & Time.. DMU does not disconnect customers for overdue bills after 4:00 pm Monday-Friday or anytime on Saturday or Sunday. If you receive a call at night or during the weekend the call is fraudulent.
- 2) Multiple Notices.. DMU follows a notification process before disconnection. A customer receives a utility statement, a past due notice if the statement is not paid by the due date, and a phone call reminding the customer of the unpaid utility balance. The final step in the notification process is the delivery and posting of a 24 hour notice of potential disconnection.
- 3) Know What You Owe.. If you know your account is up to date, any bill collection call is fraudulent.
- 4) Ask for ID.. Ask the caller for their first & last name and their supervisors name. Then hang up and call DMU at 712-263-4154 and verify the status of your account.
- 5) Collection Method.. When a bill is past due never give cash, credit card or bank account information to anyone who shows up at your door and says they are going to disconnect your service.

Please let us know if you receive a call so we can alert the Police and give them any information you have, or you may contact the Police directly.
Let's work together to eliminate these fraudulent scams.

Customer Survey

On March 9th we mailed a customer survey to 566 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 to hear from all of our customers so we also put a customer survey link on our website.

It's easy, just go to www.dmuonline.com and click on Customer Survey. We appreciate your opinion and strive to satisfy our customers.



Stay Connected to Denison Municipal Utilities



Friend us on Facebook and stay informed about what is happening at DMU. We also routinely post great energy saving tips! Don't forget to visit our Website: www.dmuonline.com.



APRIL IS SAFE DIGGING MONTH

Many of us look forward to getting out in the yard during the 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.

Denison Municipal Utilities

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Community owned
electric, water, & sewer



DENISON MUNICIPAL UTILITIES
"Essentials For Life."

5 Things LEDs Can Do for You

Have you made the switch to high-efficiency LED bulbs yet? You may know that LEDs use up to 80 percent less energy than standard incandescent bulbs, but are you aware of all the other benefits they bring to the table? When you install LEDs in your home you'll.....

1. **Forget how to change a lightbulb.** High-quality LED bulbs last 25,000 hours or more. At an average of 5 hours a day, 365 days a year, they can last for at least 14 years.
2. **See your home in a whole new light.** Color rendering index (CRI) measures how well a light bulb displays colors compared to sunlight. Incandescent bulbs set the standard with a score of 100. The latest LED products have a CRI of up to 90, making the light in your home look vivid and natural.
3. **Enjoy a cozy atmosphere.** LEDs are inherently dimmable. That means you can turn down the lights for a romantic dinner at home or for an evening movie with the family. You'll save energy as well.
4. **Improve your options.** Bulbs emit light in different tones, ranging from cool to warm. Warm (yellowish) light is great for your family room, while cool (bluish) light is better for performing tasks, such as in a workroom. LEDs cover the entire color range, so they can be used anywhere in your home or outdoors.
5. **Live more sustainably.** If you're looking to downsize your environmental footprint, switching to LEDs puts you on the right path. The lower energy use will reduce your household emissions. Also, LEDs contain no mercury, a hazardous substance found in other types of bulbs. This makes disposal simpler and easier on the planet.

Choose LED products that are ENERGY STAR certified for quality and efficiency. Energy savings, good color quality and long life; with LEDs there's no reason to settle for less! (DMU has secured the right to republish this document.)

LED bulbs can also qualify for a rebate from DMU.



LOOKING FOR ENERGY SAVING IDEAS?

Sign up now to receive **Bright IdeasSM**, a free e-newsletter brought to you by your local municipal utility. You'll get great ideas for small changes that can add up to more comfort and big savings! Plus, you'll learn how to get cash rebates through the **Bright Energy Solutions** program.



Sign up on our website:
www.dmuonline.com
or call 712-263-4154.

Changes at home can save you energy and cash

Save money by heating and cooling your home with energy-efficient equipment. Ask your HVAC contractor about equipment that will save on energy costs. Improve your comfort and help protect the environment. Get rebates for a qualifying:

- Central air conditioner
- Air source heat pump
- Geothermal heat pump
- Programmable thermostat
- Heat pump water heater
- ECM (variable speed motor) in a new furnace or air handler / fan coil

Participating Is Easy!

Call 712-263-4154 to learn more about the rebates offered through Denison Municipal Utilities or visit: www.brightenergysolutions.com.

