

THE INNOVATOR

Denison Municipal Utilities

January, 2015

MESSAGE FROM THE GENERAL MANAGER

2014 was another very exciting, challenging and successful year at DMU. All the DMU employees worked very hard to continue to provide the excellent electric, water and wastewater services you have come to expect in Denison. Below is a small list of some of our activities:

- ◆ Completed the re-painting of the 18th St. and 24th St. water towers.
- ◆ Arranged for DMU to participate in the City of Denison 2014 street replacement project by replacing several sanitary sewer manholes and installing a new water main on 7th Ave. S during the street replacement work.
- ◆ Completed the installation of an IDNR-mandated UV disinfection system at the wastewater treatment plant.
- ◆ Approved the purchase and installation of a document imaging system, interior locks, security cameras and a telephone system for the office.
- ◆ Agreed to participate with Denison Schools and the City of Denison by purchasing new lighting and controls for their new tennis courts.
- ◆ Working with engineers and contractors to repair the #3 final clarifier at the wastewater treatment plant.
- ◆ Purchased 64 new LED streetlights to be installed on Highway 30 from Donna Reed Dr. to 7th St.
- ◆ Worked with Crawford County and the IDOT on a FEMA disaster grant to pay for stabilization repairs to the Boyer River following heavy rains in August.

On behalf of the DMU Board and employees, I want to say that it has been a pleasure to serve you in 2014 and we look forward to another very good year in 2015. Please let me know if you have any questions.

Mark Ramthun

Beware of Utility Scams



Scams targeting utility customers are booming across the country. In Iowa, there have been scams reported in which utility customers are contacted by phone by individuals posing as customer service reps of utilities. They will tell you your utility bill is overdue and payment is needed immediately to avoid disconnection. Sometimes they will ask you to wire a payment or a credit card / debit card number is requested. They might ask for personal information and then supply a fraudulent bank routing number for customers to use to pay their bill.

DMU mails a notice to a customer when we do not receive a payment for utility services on or before the 27th of the month. If you think you have been scammed please report it to DMU at 712-263-4154 or the Denison Police Dept. at 712-263-3195.

Check Out Our DMU Mobile App!

DMU is embracing the latest technology, being one of the first utilities in Iowa to deploy a mobile customer access app.

The app provides an extensive measure of convenience for DMU customers. The DMU app is safe, secure, and easy to install. Download the DMU app by searching for "DMU" in the Apple or Google App Store.



Download the free app now for your smartphone!

- View Account Status
- View Statements
- View Payments
- View Usage
- Pay Your Bill
- Receive Important Messages

The Board members and employees of DMU wish to thank all of its customers for participating in the events of 2014 that highlighted the 100 Year and 130 Year anniversaries of our electric, wastewater and water utilities.

DMU enjoyed putting the anniversary programs and events together to show our appreciation for the confidence and support the citizens of Denison have given us. So on behalf of DMU, thanks again and

Happy New Year!

Denison Municipal Utilities

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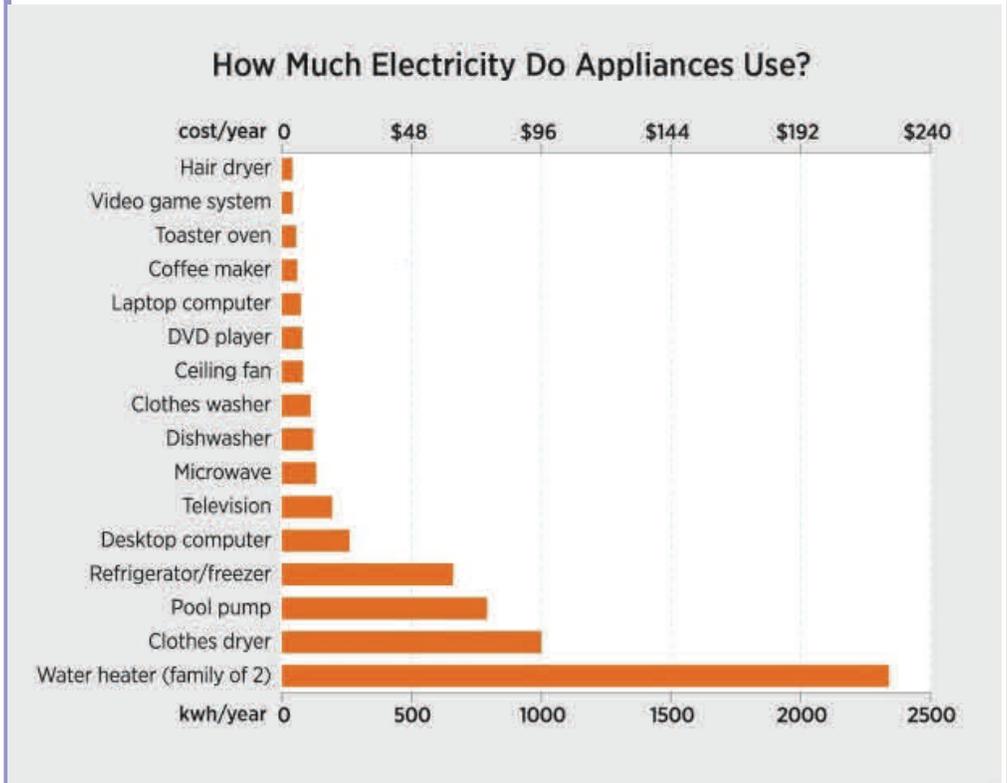
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**Community owned
electric, water, & sewer**



The chart below shows how much energy a typical appliance uses per year and its corresponding cost based on national averages. For example, a refrigerator/freezer uses almost five times the electricity the average television uses.



Take the first step to Save Energy and Save Money in your home



Making your home more energy efficient can help to reduce energy bills, improve comfort, and help protect the environment. When it is time to upgrade equipment in your home, choose qualifying equipment to get a Bright Energy Solutions® rebate and save all year long. Incentives are available for the following:

ENERGY STAR Qualified Products:

- Clothes washers—\$50
- Dishwashers—\$25
- Refrigerators—\$50 (with recycling of old, working unit)
- Ceiling fans—\$25
- Room air conditioners—\$15
- Dehumidifiers—\$10

Do you Need a New Furnace?

Your furnace or boiler keeps you warm and comfortable on cold winter nights, but it's likely the biggest energy user in your home. In fact, space heating accounts for nearly 30% of the average annual energy cost for U.S. households, according to the U.S. Department of Energy. Upgrading to a new, energy-efficient unit can help you save energy and money, but how do you know if the time is right to replace your old system? For most furnaces or boilers, there are certain telltale signs of trouble.

Consider making a change if:

- **Your heating system is too noisy.** This could be a sign of mechanical problems.
- **Some rooms in your home are too hot or too cold.** Improper equipment operation or ductwork problems could be the cause.
- **Your furnace or boiler is 15 years old or more.**

What to look for?

- **ENERGY STAR Certified**—upgrade to an Energy Star certified furnace. Energy Star units must meet strict performance requirements and are up to 16% more efficient than the standard models.
- **ECM Motor Technology Save Money**—Electronically commutated motors or ECMs are designed with variable speeds that maintain a high level of efficiency even at higher speeds. An ECM runs at 65%-75% efficiency compared to traditional furnace motors at 12%-45% efficiency. We offer a \$150 rebate if you purchase a furnace with an ECM motor.

Get the most Out of Your New System with a Programmable Thermostat Rebate of \$25!

- Install a programmable thermostat to add convenience and increase savings.
- Homeowners can save about \$180 a year by properly setting a programmable thermostat and maintaining the settings.
- Set your thermostat at 68°F while you are at home and lower it when you are away.