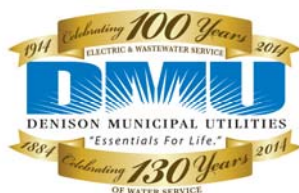


We would like to personally invite you to our **“OPEN HOUSE”** August 2nd, 2014, Noon—3:00 p.m. at the DMU Service Center. Come join us and celebrate our journey thru the years. Watch our slide show and see what DMU has accomplished. You will be amazed how DMU has progressed and changed through out the years. Enjoy a free lunch and free music provided by a live band called Coal Train. Meet our employees and learn how you can save money on your utility bill. You won't want to miss our entertaining and educational displays and of course the free souvenirs we have for you.

You don't want to miss this event!



Join us and celebrate our Milestones.

DMU is customer owned, so we work for you. We take pride in our work and would enjoy meeting you. Take this opportunity and join us at this upcoming event. It's a celebration you don't want to miss. I hope to see you at our “Open House”.

Mark Ramthun, General Manager

Customer Satisfaction Survey Results

In March we randomly selected 597 customers to participate in our Customer Satisfaction Survey. Of the 144 responses 56% were female and 43% were male. This survey helps us focus on those areas where the customers feel improvements are needed and also highlights where the customers think we are doing a good job! Thanks to those customers who participated in the survey, here are some of the responses:

	<u>Yes</u>	<u>No</u>
▶ I am aware that I can pay my utility bill by credit card or debit card	83%	11%
▶ I would like to receive my utility bill by email	16%	79%
▶ I am aware that I can drop off my payment at local financial institutions	59%	32%
▶ I am aware of the DMU mobile app for my smart phone	21%	60%
▶ I feel that electric rates for Denison residents are reasonable	77%	10%
▶ I feel that water rates for Denison residents are reasonable	75%	12%
▶ I feel that wastewater for Denison residents are reasonable	70%	16%
▶ DMU service policies are fair and reasonable	73%	3%
▶ I have visited DMU's web site www.dmuonline.com to obtain information	20%	75%
▶ I know that DMU is not supported by City property tax dollars	77%	15%
▶ I am aware that DMU Board meetings are open to the public	77%	14%
▶ I am aware that DMU offers “Project Share” so I may assist needy households	73%	12%
▶ Decisions the DMU Trustees make are in the best interest of Denison	70%	6%
▶ I am aware that DMU provides Residential rebates (appliances, HVAC, A/C)	72%	22%
▶ I am aware that DMU provides Load Mgmt. Credits (Water Heaters, A/C, Elec. Heat)	71%	23%
▶ I am aware that DMU provides Business Rebates (Lighting, HVAC)	49%	33%
▶ DMU employees are professional and courteous	93%	3%
▶ I have a personal computer at home with Internet access	76%	25%
▶ I am satisfied with the quality of water in Denison	94%	3%

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



Check out our new DMU mobile app!

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



Denison Municipal Utilities

Denison Municipal Utilities
P.O. Box 518
Denison, Iowa 51442

Phone: 712-263-4154

Fax: 712-263-8767

Email :

cmengwasser@dmuonline.com



Community owned
electric, water, & sewer



DENISON MUNICIPAL UTILITIES
"Essentials For Life."

ADD A "PS" To Help A Neighbor

PS Project Share

Project Share is a plan created by your utility to assist needy households in paying their energy bills. You can add a regular PS contribution to your monthly utility payments or make a direct donation to Project Share. Your PS contribution is voluntary, flexible, and tax deductible. Just fill out this coupon and return it with your donation to Denison Municipal Utilities, P.O. Box 518, Denison, IA 51442

Dear DMU:

I'd like to help a neighbor in need with a contribution to Project Share.

Name

Address

Phone

Account Number

I will contribute \$_____ per month to Project Share. I understand this amount will be added to my bill.

I have enclosed a \$_____ donation to Project Share.

Notice of Procedure for Requesting Information from or Registering Complaints with Denison Municipal Utilities Concerning Service Disconnection, Safety or Renewable Energy

Persons desiring to request information from or register complaints with Denison Municipal Utilities Concerning Service Disconnection, Safety or Renewable Energy may do so by contacting:

Manager of Customer Information
W. Broadway & 7th Street
712-263-4154

If your complaint is related to service disconnection, safety, or renewable energy, and we do not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling (515)725-7321, or toll-free (877)565-4450, by writing to 1375 E. Court Avenue, Room 69, Des Moines, Iowa 50319-0069, or by E-mail to customer@iub.iowa.gov

Money-Saving Tips for Cooling Your Home

Air conditioning is essential to the comfort of your family, but summer cooling costs can really make you sweat. The energy saving tips below will help to reduce your utility bills while providing adequate cooling:

- Close window shades during the day to prevent heat from the sun.
- Service your air-conditioner before cooling season
- Use exhaust fans while cooking and showering to lower humidity
- Use natural ventilation
- Change furnace air filters, dirty filters increase cooling costs
- Set the thermostat to the highest temperature at which your family is still comfortable.
- Install a programmable thermostat that will automatically raise the temperature setting at night. (DMU has a rebate on programmable thermostats)

If your air-conditioning system is older and needs repair, consider replacing it with a ENERGY STAR one. (DMU has a rebate for air-conditioning systems)

COMFORT JUST WHERE YOU NEED IT!

Be cool and comfortable this summer with an **ENERGY STAR® room air conditioner, mini-split air conditioner, or mini-split heat pump.**

These ductless units are perfect for apartments, room additions, and areas of the home where installing ductwork is not feasible.

DMU offers rebates of **\$35—\$200** to help you save even more.

To learn more, call your Denison Municipal Utility at 712-236-4154, or visit

www.brightenergysolutions.com.

