

THE INNOVATOR

Denison Municipal Utilities

July, 2018

The Benefits of Having a Municipal, Community-Owned Electric Utility

Financial Benefits:

- Allocation of hydropower from Western Area Power Administration (WAPA)
- S-1 or Non S-1 Power Sale Agreement with MRES
- Competitive Retail Rates
- Transfer to the General Fund
- Access to tax-exempt financing
- Economic Development Support
- Donated Electric Service
- Donated or Shared Services

Reliability:

- Local crews result in fast response time and shorter outages.
- Availability of power
- Regular investments in infrastructure ensure local reliability.
- Investments in technology for system efficiency, enhanced reliability, and to enable customer access and options.
- Proactive maintenance schedule to keeping system operating reliably.
Tree trimming and vegetation management, Lightning arrestors installed.
Infrared transformer and circuit inspections, Underground installations/conversions.
- Customer communications for planned outages.
- Local crew is committed to safety, both their own and that of friends and neighbors.

Local Governance/Local Control:

- Governing Board of citizens who have best interests of community in mind.
- Board sets policies and rates to meet the needs of the community.
- Customers, not shareholders, are the primary concern of the Board.
- Board understands the impacts of its decisions on the community.
- Board builds consensus through democratic governance.
- Municipal boards have transparency in governance.
Open, public meetings: Open records
- Local Board can react quickly when there is an emergency.
- Board places an emphasis on long-term community goals.

Community Ownership:

- Every citizen is an owner with a direct say in the policies of the utility.
- Hometown, face-to-face customer service.
- On-line and mobile services, such as account access, electronic bill payment, usage comparisons
- Energy solutions and incentives to help customers use energy wisely.
- Customers are also friends, neighbors, and fellow citizens.
- Utility is a partner in the community, supporting and assisting with numerous events.

Environmental Stewardship:

- We care about the environment
- Reducing dependence on fossil fuels, such as coal.
- Compliance with environmental regulations at all generation resources.

ADD A "PS" To Help A Neighbor

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 form and return it 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



Find us on:
facebook®

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

Phone: 712-263-4154

Fax: 712-263-8767

Email :

cmengwasser@dmuonline.com

We're on the
Web!

www.dmuonline.com

Community owned
electric, water, & sewer



DENISON MUNICIPAL UTILITIES

"Essentials For Life."

ATTENTION DMU CUSTOMERS:

Were you aware that Denison Municipal Utilities has a Housing Assistance Discount Program available for new residential construction?

The amount of the assistance shall not exceed \$2,000 for single family dwellings. Multi-family dwellings may also be eligible.

This housing assistance program is in addition to the Bright Energy Solutions incentives available for residential customers.

If you would like more information on this program or Bright Energy Incentives please contact our BES Representative, Brian Fink at 712-263-3046.



2018 Water Quality Report

The DMU 2018 Water Quality Report is available now at our office.

DMU takes pride in providing safe drinking water to the citizens of Denison.

This report contains important information regarding the water quality in our water system. The source of our water is groundwater. Our groundwater is drawn from an alluvial aquifer located along the Boyer river bottom.

In order to ensure that tap water is safe to drink, Environmental Protection Association, EPA, and Iowa Dept. of Natural Resources, IDNR, requires us to test and comply to their regulations.

For questions regarding the report or if you would like a copy please contact Jack Webb at 712-263-4458.



GOING ON VACATION?

Your Meter Won't Go On Vacation Just Because You Do

When vacation time comes, and you're planning to be gone for a couple weeks or so, your electric bill should decrease significantly, right? Wrong!

Many people believe that when they leave on vacation, their electric meter stops until they return. If they are on vacation for two weeks, they expect their electric bills to be cut in half. However, here are a number of things your meter will still measure while you're gone.

- The water heater. Remember, if the electric water heater is left energized during your vacation, it will continue to operate and maintain the tank temperature even if you're not using any hot water.
- Refrigerators and freezers will continue to operate to maintain the pre-set temperatures.
- Other electric appliances such as clocks, attic fans, and power ventilators, heating and air conditioning equipment, lights, and TV sets with the "instant-on" feature will all continue to operate.