



COMMUNITY CONNECTION

SPENCER MUNICIPAL UTILITIES

DECEMBER 2016

SPECIAL POINTS OF INTEREST:

- Water Construction Update
- Bill Pay the Easy Way
- 2017 Resource Conservation
- Prevent Frozen Water Pipes and Water Meters
- Project Share

Water Construction Update

Phase 2 of construction at the SMU water plant renovation is continuing and on schedule for completion next Spring.

Other than landscaping, much of the outside construction is complete and contractors are busy at work inside working on the HVAC equipment, drywall, painting as well as much of the plumbing and electrical work.

Processes and distribution may change again as we get closer to the new facility being fully operational. We continue to test the water on a regular basis to make sure it continues to meet all regulatory standards and will let customers know if you need to make any changes or adjustments.

Throughout the construction process, the water still meets all regulatory standards, even though it is not the same quality customers have come to expect as it is different in terms of hardness, color, taste, and smell.

If you have questions or concerns during this time, please call us directly at 580-WATR (9287) or email us at smuwater@smunet.net.



CONTACT INFORMATION



Have you changed any of your contact information in the last year? If so, please call SMU at 580.5800 during normal business hours Monday-Friday from 8am to 5pm to make sure we have the correct information associated with your account.

Bill Pay the Easy Way

With the New Year nearly here and resolutions in the plans for 2017, you may be thinking of switching to an easier way to pay your bills. We have a couple ways available for you to do that at Spencer Municipal Utilities.

By going to our website and clicking on the 'Online Bill Pay' button at the top of every page, you can pay your bill with a credit or debit card whenever you like once you have your account set up. Then you don't need to stop by with your payment each month!



Another option is to sign up for automatic bank draft. When set up, this will automatically take the amount due on the statement you receive each month from the bank account on the due date. There is an ACH form to fill out and provide to SMU along with a voided check to process this form of payment. Then you don't need to remember to pay the bill each month!

For a copy of the form visit our website at www.smunet.net or stop into our Customer Service Center and get started paying your bills the easy way!



2017 Resource Conservation

The Spencer Municipal Utilities Board of Trustees have approved the 2017 Resource Conservation Incentive Program. After the first of the year, details of the program will be available on SMU's website.

One of the most noticeable changes for customers is with the lighting rebates. In 2017, if LED bulbs are purchased at a BeBright retail location, they will not be eligible for a lighting rebate under SMU's program. SMU has partnered with BeBright to give customers immediate savings on bulbs from those retailers, so there isn't any paperwork to fill out or wait time in getting the rebate processed. The savings will be immediate for customers when they make the purchase at one of those locations.

BeBright retailers in Spencer include the following locations: HyVee, Fareway, Walgreens, Walmart and Menards. You'll see BeBright signage when looking at their supplies of LED lightbulbs.

Customers who purchase LED bulbs from other retailers, will still be eligible for a lighting rebate from SMU as part of the 2017 program.

Again, for complete details on the 2017 program, visit SMU's website at www.smunet.net.



Prevent Frozen Water Pipes and Water Meters

This time of year when temperatures get below freezing and stay that way for days and water pipes, sewer lines, and water meters that are close to the cold air may freeze. Property owners are responsible for protecting them from freezing as well as repairing or replacing them if they become damaged.

A few things you can do to help prevent freezing are:

- Flowing water often-the cost of running a small amount of water through the faucet is less expensive than repairing a frozen or burst pipe.
- Eliminate cold drafts near water pipes-many times they are located near an outside wall and /or basement where temperatures are colder.
- Circulate air around water pipes-make sure warm air can circulate around the meter. This could mean opening the door to the room where the meter is, open the cabinet door if it is in a cabinet, wrapping pipes in insulation or heat tape, or even insulating the wall next to it.

If you suspect damage due to frozen water pipes or meters, contact Spencer Municipal Utilities at 580-5800.

Project *Share*



Project Share is a program SMU has in place to help those in need with their wintertime energy bills. It is easy to participate and to get started, visit our website at www.smunet.net for the enrollment form.

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