



COMMUNITY CONNECTION

SPENCER MUNICIPAL UTILITIES

AUGUST 2017

SPECIAL POINTS OF INTEREST:

- THANK YOU!
- SMU supported RAGBRAI
- Drinking Water Advisories-What to Expect
- Water Rate Increase
- Contact Info

Thanks to all who came out for our Water Plant Open House!



SMU supported RAGBRAI

When RAGBRAI made an overnight stop in Spencer last month, SMU not only supported Spencer with a cash donation as a Gold Sponsor, but also helped get the community ready for nearly 20,000 visitors. From temporary water hook ups to assisting with installing the 'Spencer' welcome sign, our staff was involved and part of helping make our community shine!



Drinking Water Advisories-What to Expect

Some customers may have experienced a drinking water advisory from Spencer Municipal Utilities since early this year. Others may have heard about some and wondered if their address was included.

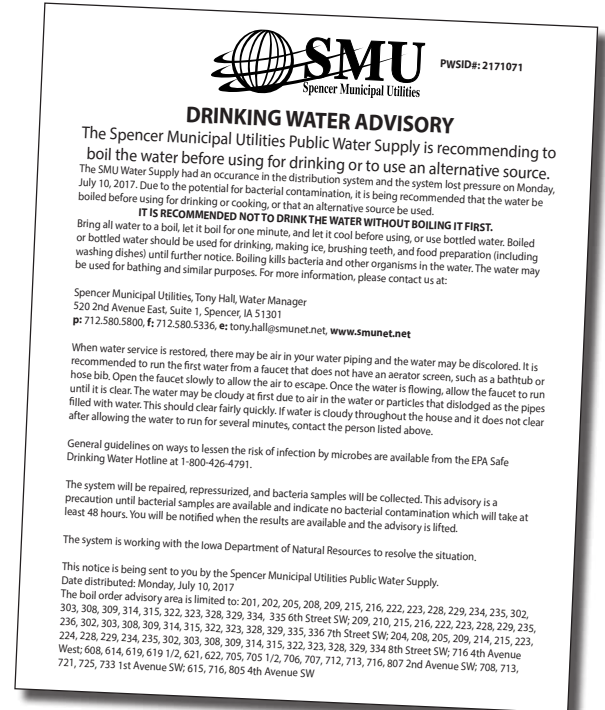
Guidelines from the Iowa Department of Natural Resources have been updated in the last year and as the water service provider, if there is a chance for potential contamination during planned or unplanned water main repair, SMU now issues a drinking water advisory as a precaution.

When one needs to be issued, SMU first determines which service addresses will be affected. Once the service addresses are identified, we contact customers in person if they are home or we leave a door hanger. We also send an automated phone call to the phone number associated with the account. This is an example of the importance of making sure SMU has your current contact information associated with your SMU accounts.

Some of the information included in the advisory are: recommendations on what customers can safely do with the water and if it needs to be boiled first. Our contact information is also included along with the date it is issued and the addresses included in the advisory.

If your service address isn't included in the advisory, there is no need to be concerned as your address receives water from a different water main.

If you have questions on drinking water advisories or what to expect if you do receive one, feel free to contact our customer service center at 580.5800.



Water Rate Increase


The Spencer Municipal Utilities Board of Trustees approved a water rate increase with billings beginning after September 1, 2017. Now that we have had several months operating the updated water treatment facility, we know our costs involved and need to implement an increase to help cover those costs. Customers will notice the following changes on their next statement:

- Water Service**
- All gallons\$5.50 per 1,000 gallons
- Monthly customer charge per service address \$27.00
- Water Sprinkler**
- All gallons\$6.50 per 1,000 gallons
- Other Rates**
- Temporary Water Connection Fee..... \$40.00 per month




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.





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