



# COMMUNITY CONNECTION

SPENCER MUNICIPAL UTILITIES

JUNE 2017

## SPECIAL POINTS OF INTEREST:

- Water Construction Update
- Don't get duped by utility scammers
- Water Quality Report Available
- Insulating to save money and energy
- Contact Info

## Water Construction Update

Phase 2 of construction at the SMU water plant renovation is getting closer to final completion with a customer open house scheduled in August.



## Don't get duped by utility scammers

Most utility scams involve criminals posing as natural gas, electric, or water provider employees — either in person, over the phone, or via internet — and demanding immediate payment via cash, credit cards, or prepaid debit cards, supposedly to prevent service disconnection.

These criminals can be very convincing. They also often target those who are most vulnerable, including the elderly and non-native English speakers.

### If you believe you have been targeted by utility scammers:

- Hang up the phone or close the door, and call Spencer Municipal Utilities direct phone number, which is 712-580-5800.
- Do not give the caller or visitor a prepaid card, a wire transfer, or any other form of payment, which may be difficult to trace.
- Ignore suspicious requests for personal information such as bank account numbers, user names and passwords, credit card numbers, or Social Security numbers.



- Delete any emails from utilities that are not your service provider. Also, delete all suspicious emails that require immediate action to verify or demand personal information.

To learn more about scams that may be active in your area, or if you have questions about the authenticity of communications from individuals claiming to be utility representatives, Contact your local police through the non-emergency telephone number, the Iowa Attorney General's office at 888-777-4590, and/or contact the Federal Trade Commission (FTC): <https://www.ftccomplaintassistant.gov/> or 1-877-FTC-HELP (1-877-382-4357).

# Water Quality Report Available

You should have received a copy of our water quality report with your last statement. If you missed it, find a copy online at: [www.smunet.net/2017ccr.php](http://www.smunet.net/2017ccr.php) or we have additional copies available in our office. Feel free to stop by or give us a call at 580.5800 with their 8-1-1 number or you can simply call 1-800-292-8989 or click [www.iowaonecall.com](http://www.iowaonecall.com).



# Insulating to Save Money and Energy

With summer here, now is the time to think about home improvement projects to get finished before winter and one project you might be considering is insulation.

One of the most cost-effective ways to save energy in your home or business is to install additional insulation.

Customers who heat with electricity are eligible to apply for insulation rebates from SMU. An SMU representative must inspect the insulation before and after the work is done to be eligible.

For details on insulation rebates through SMU, visit our website at [www.smunet.net](http://www.smunet.net) and take a look at our 2017 rebate application form.

If you've already got an insulation project scheduled, contact us at 580.5800 to schedule a representative to inspect the project before you begin.



Spencer Municipal Utilities contributed to half of the costs for trees for the Spencer Trees Forever Annual Community Tree Planting that took place in May. This year approximately 45 trees were planted at the Spencer Municipal Golf Course. L-R: Delray Bredehoeft, City of Spencer Park and Recreation Director accepts donation on behalf of Trees Forever from Amanda Gloyd, Spencer Municipal Utilities Marketing & Community Relations Manager.

## 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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