



COMMUNITY CONNECTION

SPENCER MUNICIPAL UTILITIES

DECEMBER 2017

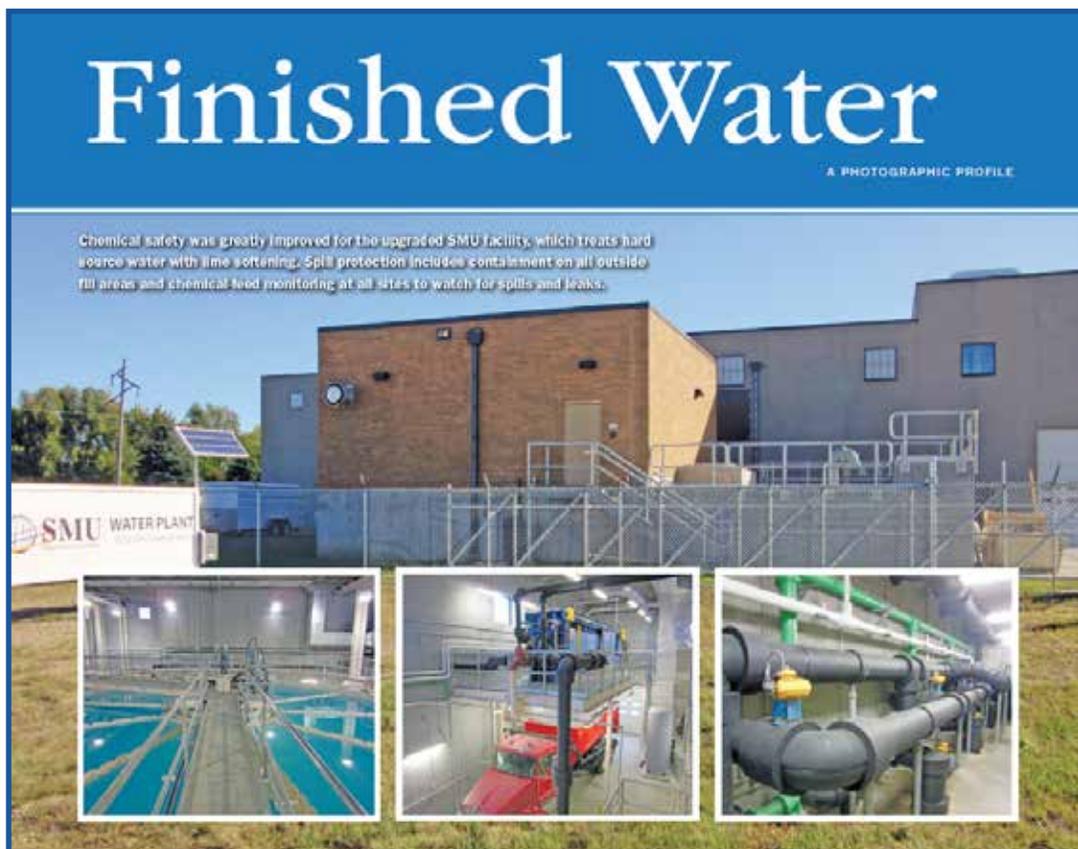
SPECIAL POINTS OF INTEREST:

- Spencer's Water Treatment Upgrade Featured in National Publication
- Project Share
- Bill Pay the Easy Way in the New Year
- Prevent Frozen Water Pipes and Water Meters
- Contact Info

Spencer's Water Treatment Upgrade Featured in National Publication

Spencer Municipal Utilities water treatment plant upgrade was featured as the Finished Water profile in the December issue of *Opflow* magazine. The goals of the project were to increase capacity, reliability and safety while maintaining a high quality of potable water treatment while every phase of the facility was renovated.

Opflow is a monthly publication of the American Water Works Association.



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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 smunet.net for the enrollment form.

Project Share

Project Share is a plan created by your municipal utility to assist needy households in paying their wintertime energy bills.

You can help by adding a regular contribution to your monthly utility and/or communication payment, or by making a direct donation to Project Share. These funds will then be distributed to neighbors in need for wintertime energy costs.

Those qualifying for help will be carefully identified by an area social service agency. A local committee will oversee Project Share to guarantee all contributions will be handled equitably and efficiently.

So please, add to your utility or communication payment each month Project Share. It's a simple way to share some warmth with those who need it. Just fill out the form below and return it to Spencer Municipal Utilities.

I would like to help a neighbor in need with a tax-deductible contribution to Project Share!

Date: _____

Name: _____

Address: _____

City: _____ Phone: _____

Utility acct # _____

Communication acct # _____

I will contribute \$ _____ per month to Project Share. I understand this amount will be billed through my account (number(s) provided above).

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

I would like the amount I am billed each month rounded up to the next whole dollar and contributed to Project Share through my account (number(s) provided above).

SMU
Spencer Municipal Utilities
320 2nd Avenue East, Suite 1
Spencer, LA 71272
ph: 712.580.5800
www.smunet.net



Bill Pay the Easy Way in the New Year

With the New Year nearly here and resolutions in the plans for 2018, 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 '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 smunet.net or stop into our Customer Service Center and get started paying bills the easy way!

Prevent Frozen Water Pipes and Water Meters

This time of year when temperatures get below freezing and stay that way for days, 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-makes 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 have concerns about a frozen water pipe or meter, contact Spencer Municipal Utilities at 580.5800.



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.



Spencer Municipal Utilities

520 2nd Avenue East, Suite 1
Spencer, IA 51301

p: 712.580.5800

www.smunet.net

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