



COMMUNITY CONNECTION

SPENCER MUNICIPAL UTILITIES

DECEMBER 2018

SPECIAL POINTS OF INTEREST:

- New Billing System in New Year
- Bill Pay the Easy Way in the New Year
- SMU Staff Donate to UDMO
- Prevent Frozen Water Pipes and Meters

New Billing System in New Year

In the New Year, Spencer Municipal Utilities will be making the switch to National Information Solutions Cooperative (NISC) for a new billing software provider. This has been in the works for some time, and many customers have asked to pay all SMU charges on the same statement with the same due date. NISC is an information technology company that develops and supports software and hardware solutions for utility and telecommunications companies across the nation.

Our current software programs are not all integrated, so they don't work well together, and they are inefficient in some areas. With NISC, a not-for-profit cooperative, we are looking forward to better using technology and giving our customers more account features and payment options to meet their busy lifestyles.

Our staff is working really hard to make this transition as smooth as possible. We encourage you to look for future communications from us to assist with the transition scheduled for May. As with any major project there could be some bumps along the way, but our staff does well resolving issues and is working to be ready for this change to continue providing the best service possible to our customers.

In May the new software will be in place for utility (electric, water, city charges) statements. At that time we'll also include the amount of the communications statement and the details will be included in the normal communications statement mailed separately. This is the first step in combining billing for all services on one statement. Eventually, all services will appear all on one statement from SMU.

We know you'll enjoy all of the upgraded features through the customer portal and options for managing your account once this new system is in place. Continue to watch for more information to make this transition as smooth as possible.

One thing you can do in preparation of the transition ahead is to make sure we have the most up-to-date phone numbers and email address. If any of your contact information has changed, 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.

We are looking forward to improving our service to customers!

Bill Pay the Easy Way in the New Year

With the New Year nearly here and resolutions in the plans for 2019, you may be thinking of switching to an easier way to pay your bills. We have an option that is easy and will make the transition to our new software easier as well!



Sign up for automatic bank draft. When this is set up on your account, the amount due will automatically be taken out of your bank account on the due date. You'll still get a statement each month to review charges, you just won't need to remember to pay the bill. To sign up for this payment option, there is an ACH form to fill out along with providing us with a voided check.

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!

SMU Staff Donate to Upper Des Moines Opportunity

This holiday season, our staff brought in items to donate to Upper Des Moines Opportunity for their food pantry. It was a group effort and we know it helps those in need here in our community!



Prevent Frozen Water Pipes and 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 pipes 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.** This 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 us at 580.5800.



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