



# COMMUNITY CONNECTION

SPENCER MUNICIPAL UTILITIES

APRIL 2019

## SPECIAL POINTS OF INTEREST:

- SmartHub-The Center of Customer Engagement
- Call or Click Before You Dig
- Time for an AC Tune-Up

## SmartHub-The Center of Customer Engagement

As you have heard we are switching to a new billing software provider in May for our utility customers and this will be the last statement you will receive with the current system. With our new system, there will be several convenient options for making payments:



- Automatic bank draft-customers already on automatic bank draft will not need to do anything different when paying this SMU statement. The amount due will automatically be taken out of your account on the due date. If you haven't signed up for this option, and would like to, feel free to contact our customer service center for details.
- Payments can be made securely through our website and the SmartHub app.
- We can securely take utility payments with a credit card by phone 24 hours a day, 7 days a week through our new voice automated system at 712.580.5800. Please note, communication payments will not be able to be made with a credit card by phone.
- Our drop box, which is located in our parking lot, is available to drop off a payment any time.
- Our customer service center is available Monday-Friday from 8:00am to 5:00pm to take payments.

All SMU statements are due on the 20th of the month and eventually, communication services will be combined on the new statement when the conversion is completed next year.

Beginning on May 6, customers can begin signing up and setting up their SmartHub account to access utility account information and make payments.

SMU staff has been working hard to make this transition as smooth as possible for customers. If customers have questions at any time, feel free to contact our customer service center at 712.580.5800.



***We celebrated Go Orange Day on April 10th to promote work zone safety. Help keep those in a work zone safe by slowing down, putting away distractions and paying attention.***

**smart hub** The Center of Customer Engagement

You can manage your account right from your smart phone with SmartHub. Make payments, notify customer service of account and service issues, check your usage and communicate directly all at the touch of a button. Download the FREE mobile or tablet app in the Apple App Store or Android Marketplace.

[www.smarthubapp.com](http://www.smarthubapp.com)

Download today and manage your account anywhere!

# Call or Click Before You Dig



April is known as “National Safe Digging Month,” and it is time for a reminder to call or click before you dig. Some types of projects that need locates before digging include:

- Planting trees/shrubs
- Installing a fence
- Building a patio, addition, deck, garage, outdoor shed
- New driveway
- Installing a septic system or water drainage system
- Terracing or landscaping

Before contacting Iowa One Call, it is important to mark the proposed excavation area in white so the locators know where to locate the underground utilities. SMU has white flags available in our customer service center for customers to use to mark the proposed excavation area. Just stop by our customer service center to pick some up while supplies last. Once the locates are done, there will be various colors of paint and flags to mark the utilities and those colors mean:

**Red** – Electric power lines, cables, conduit and lighting cables

**Yellow** – Gas, oil, steam, petroleum or gaseous materials

**Orange** – Communication, alarm or signal lines, cables or conduit

**Blue** – Water, irrigation and slurry lines

**Green** – Sewers and drain lines

**Pink** – Temporary survey markings

**White** – Proposed excavation

**Purple** – Reclaimed water

Iowa One Call has made it easy with their 8-1-1 number or you can simply call 1-800-292-8989 or click [www.iowaonecall.com](http://www.iowaonecall.com).



# Time for an AC Tune-Up



With warmer weather around the corner, now is the time to make sure your air conditioner will be ready to keep your home cool this summer.

SMU encourages customers to get an annual checkup of their central air conditioner or heat pump in order to make sure it is in good working condition, and the best time to get it checked is before the summer heat officially arrives. During the annual check-up, the technician will check coolant levels and ensure the system is running properly. By making sure the unit is running properly can also help reduce the amount of energy it takes to operate, which can also save some money.

SMU offers a rebate of \$25.00 when you have your AC checked by a heating and cooling professional. For a copy of the rebate form visit our website at [www.smunet.net](http://www.smunet.net).

