



COMMUNITY CONNECTION

SPENCER MUNICIPAL UTILITIES FEBRUARY 2018

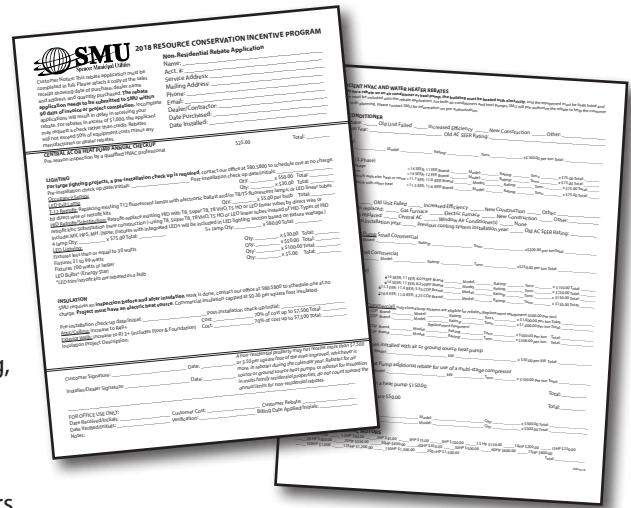
SPECIAL POINTS OF INTEREST:

- 2018 Resource Conservation Program
- Don't Get Duped by Utility Scammers
- Heating Tips for the Remainder of Winter
- Contact Info
- Spencer High School Game of Life

2018 Resource Conservation Program

With a new year, comes a new resource conservation program. As in the past, SMU is offering a resource conservation program to encourage customers to save energy by looking for efficient products, and to make it easy to choose the more energy efficient products—which is where SMU's rebates come in.

The 2018 program includes rebates in the categories of insulation, heating and cooling, water heating and lighting for residential customers. Commercial customers can also get rebates for electric motors in addition to the same categories for residential customers.



A few important notes regarding the program include:

- Rebate applications need to be submitted to SMU within 90 days of invoice or project completion.
- Rebate will not exceed 50% of equipment costs minus any manufacturer or dealer rebates.
- For large lighting projects, a pre-installation check up is required (there is no charge for this).
- For insulation rebates, we require an inspection before and after insulation work is complete (there is no charge for this) and the project must have an electric heat source.
- In order to qualify for a rebate on an air conditioner or heat pump, the building must be heated with electricity and the equipment must be AHRI listed and the AHRI certificate must be included with the rebate application.

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.



included with the rebate application.

A residential rebate form as well as a commercial rebate form are available on our website at smunet.net. Details on the entire program are there as well. If you have questions on the program our need to schedule a pre-inspection, contact us at 580.5800.

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).



Heating Tips for the Remainder of Winter

While each day gets closer to spring, we still have some wintertime heating and heating your home uses more energy and costs more money than any other system in your home—typically making up about 42% of your utility bill.

Proper maintenance and upgraded equipment can help save money and increase comfort. Here are a few tips to keep in mind:

- Set your programmable thermostat as low as is comfortable in the winter.
- Clean or replace filters on furnaces once a month or as recommended.
- Clean warm-air registers, baseboard heaters, and radiators as needed; make sure they're not blocked by furniture, carpeting, or drapes.

- Turn off kitchen, bath, and other exhaust fans within 20 minutes after you are done cooking or bathing; when replacing exhaust fans, consider installing high-efficiency, low-noise models.
- During winter, keep the draperies and shades on south-facing windows open during the day to allow the sunlight to enter your home and closed at night to reduce the chill you may feel from cold windows.

Source: energy.gov



Spencer High School Game of Life

We had the opportunity to assist with Spencer High School's Game of Life event last month where we gave students some real-life estimates on utilities for their future planning. We were glad to be part of the event!



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