



COMMUNITY CONNECTION

SPENCER MUNICIPAL UTILITIES

APRIL 2018

SPECIAL POINTS OF INTEREST:

- Call or Click Before You Dig
- Time for an AC Tune-Up
- A Detailed Look at Drinking Water Advisories
- Hydrant Flushing
- Contact Info

Call or Click Before You Dig

Since April is known as being “National Safe Digging Month,” 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



**Know what's below.
Call before you dig.**

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 some white flags available to customers (while supplies last) to assist with preparing the locate area. Stop by our customer service center to pick some up to assist with planning. 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.



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.

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.

If your central air conditioner unit is more than 20 years old, it may be time to replace it before it fails. You can also visit our website to see what rebates are available to help with that decision.

A Detailed Look at Drinking Water Advisories

You may have heard in the news or from someone about a 'boil order' or 'drinking water advisory' in another community or even here in Spencer. Here is an inside look at why and when, Spencer Municipal Utilities, issues a drinking water advisory and what that means.

When our water system is disrupted and it results in a loss of positive pressure, it may allow contaminants to enter the system. The incidents, which may cause these disruptions, may include water main break repairs, planned construction activities, or failure of the production facilities. Most planned construction activities are able to be done without an advisory because appropriate safeguards and planning allow for construction activities designed to maintain a level of approved sanitary control over the water system.

Protection of the public health and safety are our number one priority and this is why drinking water advisories may be issued—as a precaution when an uncontrolled pipe breaks with a likelihood of contamination or loss of sanitary control during a repair occur. An advisory is issued as a precaution until adequate sampling has taken place after a water main break and/or repair when the possibility of contamination occurs. If a drinking water advisory is issued for your address, we'll do our best to contact you.

If a small area of town is affected by the advisory, we will contact you with a notice at the door and follow up with a phone call, if we can reach you by phone. *It is important to make sure we always have the most up-to-date phone number listed on your accounts with SMU in the event we need to contact you for something like this.*

When an advisory is issued, it is recommended to boil the water before using it for drinking, making ice, brushing teeth, and food preparation (including washing dishes). The water does not need to be boiled for bathing and similar purposes.

These recommendations are limited to the area affected by the advisory. The rest of the community does not have any restrictions on water usage during these times.

It usually takes up to 48 hours to complete all of the necessary samples. This timeframe may take longer over a weekend or holiday due to certified lab availability. Once the sample results show there is not coliform bacteria contamination, the drinking water advisory is cancelled, customers are contacted again. We also keep our website update date during these times.

If you have questions at any time during a drinking water advisory, we can be contacted by phone 24 hours a day, 7 days a week at 580.5800.

Hydrant Flushing

We have been working on our annual hydrant flushing. This is to maintain the over 600 hydrants we have in the community of Spencer. We are flushing each one and making sure they are well maintained and ready for use if needed. Watch our website for the area we are flushing. When we are flushing hydrants in your area, you may notice lower water pressure and some slight discoloration. Please contact us if you have any questions as we work on this routine maintenance!



ADVISORY



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