



COMMUNITY CONNECTION

SPENCER MUNICIPAL UTILITIES

JUNE 2019

SPECIAL POINTS OF INTEREST:

- New Billing System is Here!
- Help Keep Locators Safe
- Streetlight Outages
- Mow Safely Near Utility Cabinets and Hydrants
- Water Quality Report Available

New Billing System is Here!

Our new utility billing software is here and you are now receiving statements from this new system. Just a reminder, with this new system, there are several convenient options for making payments:

- Automatic bank draft-customers already on automatic bank draft will not need to do anything different when paying SMU statements. The amount due will automatically be taken out of the account set up 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 at 712.580.5800.
- Payments can be made securely through our website and the SmartHub app.
- We can securely take credit card payments by phone 24 hours a day, 7 days a week through our new voice automated system at 712.580.5800. Please note, currently communication payments will not be able to be made with a credit card by phone. We will be able to accept communication payments by phone in the future when both of our billing providers are fully integrated.
- 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.



Customers can set up their SmartHub account to access account information and make payments. This is available as an app on mobile devices or through our website.

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.

Help Keep Locators Safe

Summer is a busy time for our staff out locating underground utilities to help keep you safe after contacting Iowa One Call before any digging project.

Here are some examples of ways you can help keep our locators safe this summer:

- Free the area of any construction debris that is in the area to be located
- Put pets away so they are not in the locate area
- Clearly mark the area to locate with white

By properly preparing for locates, our locators can do their job and provide accurate locate marks to prevent service disruptions, fines, personal harm and other unintended damages. Thanks for your help in keeping them safe!





Streetlight Outages

It is easy for you to let us know if there is a streetlight out in your neighborhood by visiting our website. Simply fill out the online form located on the bottom of our homepage at www.smunet.net. All you'll need to know to fill out the form is:

- Your contact information in case we have questions
- The street address of the light location
- If the light is completely out or not
- If the light is blinking or not
- Additional comments to tell us what you have been noticing with the streetlight in your neighborhood



Mow Safely Near Utility Cabinets and Hydrants

With summer and the mowing season in full swing, we want to take the time to share a few tips about safely mowing near utility cabinets and hydrants.

- Use caution when mowing or trimming around SMU cabinets and hydrants in the right-of-way
- Residents are responsible for any repair costs for damages they cause to utility equipment

We appreciate customers mowing right around them so there isn't tall grass in the way if we need to access them.

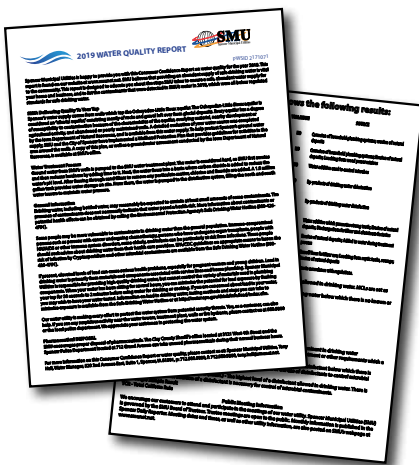
If you are planning a landscaping project near them, just a reminder about what The National Electric Code states: allow at least 10 feet in front of them and 3 feet on the sides and back of transformers for SMU staff to be able to access the cabinet and work in it if needed.

This means trees, shrubs, bushes or other landscaping must be the distance listed in the codes away from the cabinets. This is also important to keep them from overheating and causing a service interruption, as they need plenty of air circulating around them.

Let's have a safe summer while maintaining reliable utility services!

Water Quality Report Available

You should have received a link to a copy of our water quality report with your last statement. If you missed it, find a copy online at www.smunet.net/2019CCR.pdf or we have additional copies available in our office. Feel free to stop by or give us a call at 580.5800 and we can get one sent out to you.



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.



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