

# SMU CONNECT

SPENCER MUNICIPAL UTILITIES

JANUARY 2023



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Marketing & Community Relations Manager

We hope the new year is off to a good start!

With a new year here you may have ideas for making things easier in the new year and we encourage you to sign up for our Bank Payment Plan if you are looking for an easy way to pay your SMU bills. Another great service for customers is to sign up for a SmartHub account if you haven't already done so. SmartHub makes it easy to check your usage, view current and past statements and pay your bill all from the website or a smartphone device. If you have questions on either, our customer service center would be glad to assist.

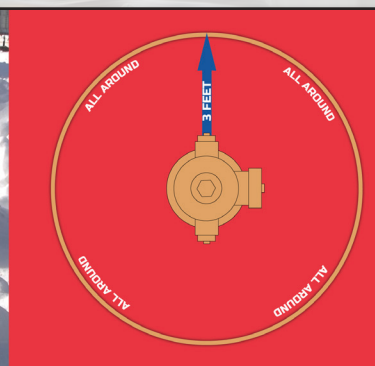
Another reminder this time of year, is if you have any new contact information, like a phone number or email address, please be sure we have it updated on your account so we are able to contact you if needed.

We are looking forward to keeping you connected in 2023!

## Clear Snow Around SMU Equipment

Spencer has had some measurable snow this year! When Spencer has significant snowfall, it is important to clear snow around SMU equipment so it is easy to access in the event of an emergency. Here are the recommendations:

**Fire Hydrants:** Clear snow 3 feet around all sides



**Electric Transformers:** Clear snow 10 feet in front and 3 feet on all other sides. The front of the transformer looks different than the other sides as it has doors with stickers.



**3 FEET**

**ON 3 SIDES**

**10 FEET**

**IN FRONT**

Thank you for assisting in keeping our infrastructure easy to access this winter. This helps the fire department fight fires faster when they can easily access the closest fire hydrant, and it helps SMU staff resolve electric outages faster when they can easily access equipment.



## 2023 Resource Conservation



The SMU Board of Trustees recently approved the 2023 Resource Conservation program. A few highlights of what is included in the program are:

- Insulation for SMU customers who use electricity as their primary heating fuel
- HVAC and water heaters
- Commercial energy efficient lighting

For information on the complete program as well as the rebate forms, visit our website at [www.smunet.net](http://www.smunet.net).

## Tips to Prevent Frozen Water Pipes and Meters



This time of year when temperatures get below freezing and stay that way for days – and 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:

**Flow 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.

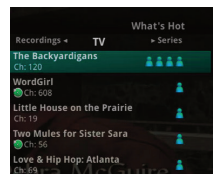
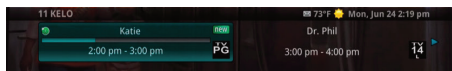
**Circulate air around water pipes.** This makes sure warm air can circulate around the meter. This could mean opening the door to the room where the meter is, open the cabinet door if it is in a cabinet, wrapping pipes in insulation or heat tape, or even insulating the wall next to it.

If you have concerns about a frozen water pipe or meter, contact us at 580-5800.



## Missed the beginning of your show? Restart it!

**Restart TV** gives you the ability to restart a program that is already in progress. Or if you are browsing channels and see a show you wanted to watch that has already begun, **Restart** it and watch it from the beginning.



-Restart Channels are highlighted by the green and white Restart icon

-The Restart icon can be found in the Program Guide as well as the What's Hot app and the Browser Bar



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