

SMU CONNECT

SPENCER MUNICIPAL UTILITIES

FEBRUARY 2023



Amanda Gloyd

Marketing & Community Relations Manager

One event we look forward to seeing many customers at each year is Family Fest! We hope you make plans to stop by and see us on Saturday, March 4th. We will have our electric utility on display for kids of all ages to check out!

MARCH 4 • 9AM – 2PM



For more information visit: www.claycountyfair.com

A benefit to being an SMU customer is being able to access the Website Compass publication free of charge through our website. If you haven't had a chance to take a look at the latest issue, I would encourage you to do so. You can find it under the 'Quick Links' on our home page at www.smunet.net. We also have a limited number in our office if you would like to stop by and pick one up. This quarterly magazine always has great timely internet topics.

Spencer Fireworks

The Spencer 4th of July Fireworks committee is currently raising money for the 2023 fireworks. Spencer Municipal Utilities employees recently contributed over \$750.00. If you are interested in contributing, contact the Spencer Chamber of Commerce.



Ultimate TV Customers: Thank You for your Patience

Thank you for your patience as we worked with our upstream provider on some recent television service issues. When we and our provider became aware of television issues on multiple channels, several emergency maintenance windows were quickly scheduled. After some troubleshooting, maintenance was done to stabilize the affected channels. At this time, all channels are stable and if additional maintenance windows need to be scheduled, look for updates on a scroll on the affected channels. We apologize for the inconvenience this caused. We thank you for your patience and your business as we strive to provide the quality television experience you deserve.



What is the Ideal Placement for your Wi-Fi Router?

To enjoy the best possible online experience, your router needs to be able to send out a strong signal to your wireless devices, wherever you are in your home. In general, the signal gets weaker the farther you are from your Wi-Fi router. If possible, you should place the Wi-Fi router on a shelf. The ideal position is half-way between the floor and the ceiling.

The physical features of your house may also contribute to WiFi coverage issues. For example, walls made from concrete or brick, or with steel studs behind the drywall, can block some — or all — of your Wi-Fi signal.

Metal surfaces can also weaken your Wi-Fi signal, so placing your router in a kitchen or laundry room (where there might be a lot of metal appliances) is not a good idea.

Finally, one of the most obstructive materials for Wi-Fi signals is a mirror. If you have a sizeable mirror near your Wi-Fi router, it may negatively impact Wi-Fi performance.

If you are experiencing Wi-Fi issues, try moving your Wi-Fi router to a different room in your house. Or, consider adding a mesh device to improve the coverage to all areas in your home.



What to Expect if You are Placed on a Drinking Water Advisory

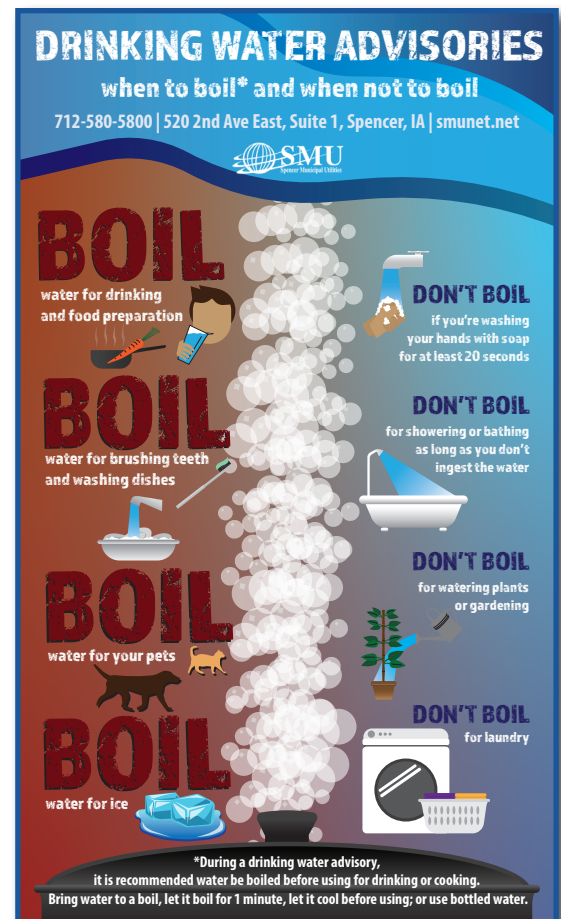
When an area of Spencer's water system loses pressure, a drinking water advisory is issued for that area. Customers who are not in that area do not need to be concerned with the safety of the water despite the possible discoloration. Due to additional flushing during the process, discoloration may occur for some customers.

When a drinking water advisory is issued, SMU is recommending to boil the water before using for drinking or to use an alternative source, due to the potential for bacterial contamination when the water was shut off for a period of time.

When water needs to be boiled during an advisory, it is recommended to boil the water before using for drinking or cooking. Bring the water to a boil, let it boil for one minute, then let it cool before using; or use bottled water.

Customers in a drinking water advisory are notified with a notice on their door and by phone. They are also put on our website. It is important to make sure SMU has up-to-date contact information if needed in a situation like this.

For more information, visit www.smunet.net or contact SMU at 712-580-5800.



DRINKING WATER ADVISORIES
when to boil* and when not to boil
712-580-5800 | 520 2nd Ave East, Suite 1, Spencer, IA | smunet.net

SMU
Spencer Municipal Utilities

When to Boil	When Not to Boil
BOIL water for drinking and food preparation	DON'T BOIL if you're washing your hands with soap for at least 20 seconds
BOIL water for brushing teeth and washing dishes	DON'T BOIL for showering or bathing as long as you don't ingest the water
BOIL water for your pets	DON'T BOIL for watering plants or gardening
BOIL water for ice	DON'T BOIL for laundry

*During a drinking water advisory, it is recommended water be boiled before using for drinking or cooking. Bring water to a boil, let it boil for 1 minute, let it cool before using; or use bottled water.



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