

SMU CONNECT

SPENCER MUNICIPAL UTILITIES

MAY 2023



Amanda Gloyd

Marketing & Community Relations Manager

Our summer construction season has started and we're already working on the project to convert more overhead electric lines underground to improve reliability. We are also busy at work with the Spencer Hospital construction project as well as the joint projects with the City on East 4th and East 5th Streets as well as the North Y Gateway development.

Another project we have going on is removing the old communications equipment remaining in the community. Most of it is located in the last phase of our Fiber-to-the-Home area, however, there are a few other areas of town to complete so you may see us working in yards or up near the house.

We appreciate your patience as our crews are at work throughout the community!

Spencer Municipal Utilities Recognized As A Reliable Public Power Provider

Spencer Municipal Utilities has earned a Reliable Public Power Provider (RP3)[®] designation from the American Public Power Association for providing reliable and safe electric service.

The RP3 designation, which lasts for three years, recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, workforce development, and system improvement. Criteria include sound business practices and a utility-wide commitment to safe and reliable delivery of electricity. Spencer Municipal Utilities joins 271 public power utilities nationwide that hold the RP3 designation.

"Receiving an RP3 designation is a great honor signifying a utility has demonstrated commitment to industry best practices," says Troy Adams, Chair of APPA's RP3 Review Panel and General Manager at Manitowoc Public Utilities, Wisconsin. "And ultimately, the culture developed from this pursuit of excellence and continued improvement through the RP3 program results in measurable value delivered to the local community."

"We couldn't be prouder to be honored with this designation," said Amanda Gloyd, Marketing & Community Relations Manager of Spencer Municipal Utilities. "This is the culmination of a lot of work from a lot of people who really care about powering our community. But this designation is not a final destination. We are committed to continuing to look for ways to improve our operations and service to our customers."



Drinking Water Week

We celebrated Drinking Water Week by giving all 4th grade students in Spencer a tour of our water treatment facility at the end of April. We enjoyed teaching them about water treatment and distribution – and hope some of them decide to be a water operator some day!



Go Orange Day

We celebrated Go Orange Day on April 19 to promote work zone safety. Help keep those in a work zone safe by slowing down, putting away distractions and paying attention.



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!

IOWA 811
ONE CALL SM

1-800-292-8989

www.iowaonecall.com



Closed Captioning

For immediate closed captioning concerns, contact Spencer Municipal Utilities at:

p: 712.580.5800

f: 712.580.5888

email: customerservice@smunet.net

To file a written complaint for closed captioning problems, you may file a written complaint with either the FCC or Spencer Municipal Utilities. If you file your written complaint with the FCC, the FCC will forward the complaint to Spencer Municipal Utilities.

The FCC rules establish specific time limits for filing closed captioning complaints. Your written complaint must be filed within 60 days of the captioning problem. After receiving a complaint, either directly from you or from the FCC, the video programming distributor will have 30 days to respond to the complaint. If you filed your complaint with your video programming distributor and they do not respond within 30 days, or if a dispute remains, you can send your complaint to the FCC.

You can file your complaint by using the online complaint form found at: <http://esupport.fcc.gov/complaints.htm>. You can also file your complaint with the FCC's Consumer Center by emailing: fccinfo@fcc.gov; faxing 1-866-418-0832, or writing to:

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, SW
Washington, DC 20554

To file a written complaint directly with Spencer Municipal Utilities:
Spencer Municipal Utilities
Telecommunications Manager
520 2nd Avenue East, Suite 1
Spencer, IA 51301
p: 712.580.5800
f: 712.580.5888



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