

SMU CONNECT

SPENCER MUNICIPAL UTILITIES

SEPTEMBER 2023

CCF Volunteering

Many of our employees enjoyed volunteering during the Clay County Fair!



Amanda Gloyd

Marketing & Community Relations Manager

We've noticed a change in the weather and seasons. Fall sports are in full swing and we've been covering many Spencer Tiger home varsity events LIVE on The Spencer Channel 3 and The Spencer Channel 3 Webcast. We hope you've enjoyed tuning in!

Before the construction season comes to a close, we have another water project scheduled. We will be in touch with customers in South Spencer who will be affected by this project.

In early October we will be celebrating Public Power Week-we can all be thankful we live in a public power community!



Electric Reliability You Expect

When it comes to service and reliability, SMU has a track record of keeping the power on and restoring it as soon as possible. Earlier this year, SMU was designated as a Reliable Public Power



American Public Power Association

Provider (RP3) by the American Public Power Association, our national association. This 3-year designation recognizes SMU's dedication to reliability, system improvement, safety and workforce development and SMU received a Platinum level.

Customers may have also noticed Spencer's jet combustion turbine running more than usual over the last year or so. The jet combustion turbine is part of SMU's diverse generation portfolio and at times it runs for generation and at times it runs for testing. Because reliable energy is critical for quality of life, SMU operates the units regularly to ensure they are ready to run if needed. Because the units are available for dispatch, SMU also receives revenue which helps offset retail rates that customers pay.

The jet turbines were installed back in 1969 to provide reliability to the community of Spencer in the event the transmission system that delivers energy to Spencer was not available.

With continual changes in the electric utility industry and the age of our standby jet combustion turbine generator, we have been planning for its replacement for several years. Recently, the decision was made to begin engineering for the installation of up to 40 megawatts of dual fuel capacity reciprocating engines. This is not only a step to provide reliability to our community but also a step to provide more rate stability in the future energy market where more volatility is expected due to more renewable energy on the grid.

Retransmission Negotiations Ahead

As TV retransmission negotiations are up for renewal, SMU works to negotiate the best deals for customers. Our goals during negotiations are to keep costs as low as possible for customers and to keep the channels customers enjoy without duplication. However, there are factors out of our control that make an impact on the outcome, like costs for broadcast and TV programming. The broadcast channels with contracts up for renewal during the remainder of 2023 are KTIV and its sub channels, KCAU and its sub channels, KMEG and its sub channels and KPTH and its sub channels. Watch for more information on any possible changes to the channel lineup.



What is Relay Iowa?

Relay Iowa is a specialized service that guarantees all citizens access to prompt, professional and accurate communication through the telephone. Consumers of these specialized services, specifically individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking, can communicate on the telephone via TTY, Voice Carry Over (VCO), Hearing Carry Over (HCO), Speech-to-Speech (STS), Visually Assisted Speech-to-Speech (VA STS), Spanish and Captioned Telephone. This helps ensure that they are able to connect with family, friends or businesses with ease.

How does relay work?

Dial 711 or the toll-free number provided below to connect with Relay Iowa. A Communication Assistant (CA) will ask for the area code and the number of the person you wish to call and will begin relaying the conversation. Generally, the CA will voice the typed message from the text telephone (TTY) user to the person on the other end. The CA then relays the spoken words by typing them back to the TTY user. All calls are held strictly confidential. Specialized relay services are also available for individuals who have difficulty speaking and for Spanish-speaking residents.

Captioned Telephone

Captioned Telephone is ideal for individuals with hearing loss that can speak for themselves. A captioned telephone works like any other telephone would. Yet one essential difference allows users to listen to their phone conversations while reading word-for-word captions of what's being said to them. To call a Captioned Telephone user, dial: 877-243-2823 (English) or 866-217-3362 (Spanish).

How do I apply for specialized equipment?

The Iowa Equipment Distribution Program, called Telecommunications Access Iowa (TAI), helps pay for specialized equipment for residents of Iowa who are deaf, deaf-blind, hard of hearing or have difficulty speaking. Qualified individuals can receive a voucher for approximately 95% of the average cost of specialized telephone equipment. To apply online, go to: www.teleiowa.com or call 800-606-5099 (V/TTY).

Access Numbers:

Dial 711 or
TTY: 800-735-2942
Voice: 800-735-2943
VCO: 800-735-4313
Spanish: 800-264-7190
Speech-to-Speech: 877-735-1007
VA STS: 800-855-8440

Customer Care:

English V/TTY: 888-516-4692
Spanish V/TTY: 866-744-7471
IARelay@HamiltonRelay.com
RelayIowa.com

Relay Iowa and Telecommunications Access Iowa (TAI) are both programs of the Iowa Utilities Board.



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