

SMU CONNECT

SPENCER MUNICIPAL UTILITIES

OCTOBER 2023



Amanda Gloyd

Marketing & Community Relations Manager

Happy Fall!

We started the month of October by recognizing Public Power Week—we can all be thankful we live in a public power community! Many of our employees also enjoyed participating in the Healthiest State Walk with many other Iowans on October 4th.

We are working on finishing up outside construction projects while the weather still allows and planning for future projects. We are also continuing to work on retransmission negotiations for broadcast TV channels—watch for more information as they continue throughout 2023.

Customer service week was also recognized in October—which customer service is something we strive for excellence in all throughout the year.

SMU Staff to Update All Electric Meters

Starting this fall, Spencer Municipal Utilities staff will begin replacing all its customers' residential and commercial electric meters with advanced meters to improve services. Many electric meters are located outside of homes and businesses, and local SMU staff will be replacing customer meters at no charge to customers.

When a meter is replaced at a home or business there will be a very brief outage at that location and clocks or devices may need to be reset.

Advanced meters are utility meters that link with a communication network and a central system to remotely measure customer usage. A few other benefits to these meters include capability of identifying outages to help restore power quickly, detecting tampering, and connecting and disconnecting services.



Public Power Week 2023

Spencer Mayor Steve Bomgaars recognized Public Power Week, October 1-7. We have many reasons to celebrate Public Power including low rates, high reliability, dedicated local service, community focus, economic development and local decision making.



SMU would like to say “thank you” to those helping sponsor Spencer Tiger coverage on The Spencer Channel 3 and the Channel 3 Webcast: Brown’s Shoe Fit Co-Spencer, Carlson Property Holdings and Management, Christians Sheet Metal, Community Insurance Group, Cotton Grave Farm Management & Land Realty, Craig Neiderheiser & Mike Healy State Farm Agency, Crown Clinics LLC, Dermus Skin Care, Farmers Bank, Gold’s Custom Grading, Homestead Small Animal Practice, Hy-Vee Spencer, Iowa Lakes Community College, Meyer Home Improvement, Midwest Hearing Clinic, MWI Components, Nelson Jewelry, Northwest Bank, Northwest Iowa Bone, Joint & Sports Surgeons-a Department of Spencer Hospital, Schmidt Pediatric Dentistry, Spencer Imaging Center LLC, State Bank & Insurance, Thrivent-Troy Rosendahl and Blake Rosendahl, Truverse Management, Winther Stave & Company LLP.



Get Our Managed Wi-Fi and Turn That Frown Upside Down

Home Wi-Fi shouldn't be a headache — with rooms that only get weak Wi-Fi signals, periodic internet disconnections, or router malfunctions. And with Managed Wi-Fi, it won't be.

Managed Wi-Fi includes:

- Rental of the ultimate router with Wi-Fi mesh access point*
- Remote support
- Repair or replacement of equipment (if needed)
- CommandIQ® app to view the people and devices using your network, establish bandwidth priorities, create a guest network, set parental controls, get security alerts, and more*

To sign up, call 712-580-5800.

*Certain restrictions apply. Extra charge for Wi-Fi mesh access point. CommandIQ® available in limited areas. Call us for details.



520 2nd Avenue East, Suite 1
Spencer, IA 51301
p: 712.580.5800 • www.smunet.net

Cornerstone Group © 2023



CYBER SECURITY

October is **National Cyber Security Awareness Month**. Educate yourself and your family on the best ways to stay safe online.



Follow us on Facebook



520 2nd Avenue East, Suite 1
Spencer, IA 51301
p: 712.580.5800
www.smunet.net

printed on recycled and recyclable paper