

SMU CONNECT

SPENCER MUNICIPAL UTILITIES

JANUARY 2024



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Marketing & Community Relations Manager

With winter sports in full swing we hope you are enjoying following the Spencer Tigers on The Spencer Channel 3 and the Spencer Channel 3 Webcast.

Also, with winter here, thanks for doing your part to help keep our infrastructure like fire hydrants and electric transformers clear of snow. That helps emergency crews and utility staff find and access them quicker when needed.

With the new year, if you have a new phone number or email address-be sure to let us know. Simply update contact information through your SmartHub account or contact our customer service center at 712-580-5800.

We are looking forward to keeping you connected in 2024!

2024 Rebate Program

The SMU Board of Trustees recently approved the 2024 Resource Conservation program. A few highlights of what is included in the program are:

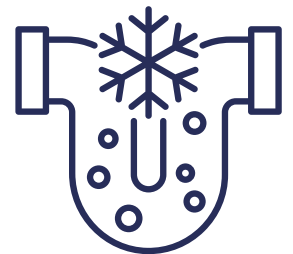
- Insulation for SMU customers who use electricity as their primary heating fuel
- HVAC and water heaters – including an annual AC tuneup
- Commercial energy efficient lighting

For information on the complete program as well as the rebate forms, visit our website at www.smunet.net.



Prevent Frozen Water Pipes and Meters

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



Here are a few tips to help prevent freezing pipes:

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 customers have concerns about a frozen water pipe or meter, contact SMU at 712-580-5800.

New Electric Meters

We have been replacing our existing residential and commercial meters with new advanced metering infrastructure (AMI) to improve service and information available to you. For more information on the project, visit our website at: www.smunet.net/electric/AMI or contact us by phone at 712-580-5800.



Prepare for a FLURRY of ACTIVITY

Cold and snowy weather usually results in much more time spent indoors. (Unless, of course, it's a day when you and the kids head for the hills with sleds in your trunk and boots on your feet.)

During all the hours your family is cozying up at home, you'll be keeping busy with lots of online activities — including streaming, gaming, chatting, posting, studying, working, browsing, and shopping. Which means you'll need super-fast internet this winter almost as much as you'll need a good furnace.

**For speeds up to 1 GIG,
CALL 712.580.5800**

*Service availability and internet speed will depend on location.
Certain restrictions apply. Contact us for details.*



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