

SMU CONNECT

SPENCER MUNICIPAL UTILITIES

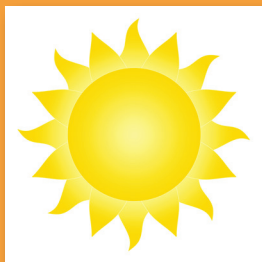
FEBRUARY 2024



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Marketing & Community Relations Manager

With the nice temperatures we have been having it feels like Spring is nearly here. We are currently in the timeframe we could expect spring sun outages on our TV programming. These happen a couple times of year in the spring and in the fall when a satellite from which we receive programming becomes directly in line with the sun, causing interference and reception issues for satellite signals. During an outage, TV pictures might become filled with static or in some cases disappear completely. Unfortunately, we can't prevent them-and we appreciate your patience during this time.



New Electric Meters

SMU has been replacing existing residential and commercial electric meters with new advanced metering infrastructure (AMI) to improve service and information available to

customers and is looking forward to completing this project this spring.

For more information on the project, visit: www.smunet.net/electric/AMI or contact us by phone at

712-580-5800.

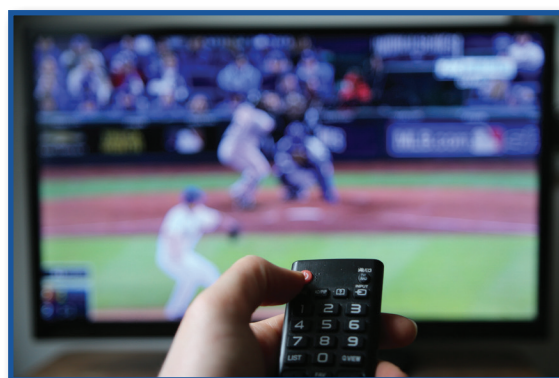


Baseball Coverage

With the traditional Opening Day for Major League Baseball (MLB) coming up, we want to let baseball fans know what to expect for coverage this season.

As in years past, Iowa falls in a blackout zone as a result of MLB rules that the following teams will be blacked out: Chicago White Sox, St. Louis Cardinals, Minnesota Twins, Chicago Cubs, Milwaukee Brewers and Kansas City Royals.

There are several channels in the SMU cable lineup that will have some baseball coverage during the upcoming season including Bally Sports North and MLB Network including some blackout exceptions.



Another way to get baseball coverage is online through MLB. TV which provides LIVE Streaming of many games (however, blackouts can still apply) that you can use with an Internet ready device. For more information on this option visit mlb.com.

Retransmission Negotiations Nearly Complete

Several TV retransmission negotiations were up for renewal at the end of 2023 and SMU has been working to negotiate the best deals for customers with a goal to keep costs as low as possible for customers and to keep the channels customers enjoy without duplication. After many extensions throughout the process, negotiations are nearly complete and TV rates will change beginning April 1, 2024 to reflect the recent contract renewals.



How Can SmartHub Help You Control Your Account?

Our SmartHub web portal or mobile app will keep you informed and will show you where to save time and money on your bills.

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Alerts & Notifications: It can be frustrating waiting on hold to get your questions answered or pay your bill. Stay informed on important account events via email or text messages. Receive the information you need to make the right decisions about your account.

Paperless Billing: What if you could save some time and a tree at the same time? Activate SmartHub paperless billing, an eco-friendly way to instantly access your bill.

Usage Monitoring: Worrying about usage or surprising bill amounts can be stressful. When you know what devices are using the most energy, you can make money-saving decisions about your account. Imagine opening your bill and seeing an amount less than expected.

SmartHub gives you complete control over your account by giving you the tools that deliver the right information at the right time so you can make the right decisions about your account.

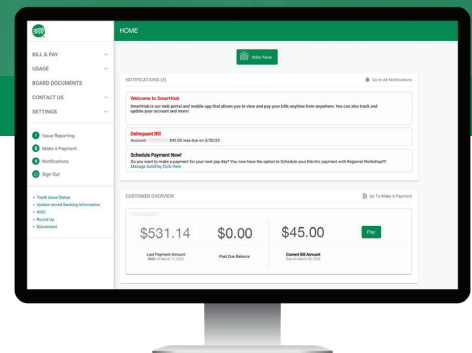


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- Easy payment options to avoid late fees and service interruptions.
- The information you need to make the right decisions about your account.
- Imagine opening your bill and seeing an amount less than you expected.
- The eco-friendly way to instantly access your bill.



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