

# SMU CONNECT

SPENCER MUNICIPAL UTILITIES

MAY 2024

## Spencer Municipal Utilities Recognized For Reliable Electric Service To The Community

Spencer Municipal Utilities (SMU) has received national recognition for achieving exceptional electric reliability in 2023. The recognition comes from the American Public Power Association (APPA), a trade group that represents more than 2,000 not-for-profit, community-owned electric utilities.

APPA helps electric utilities track power outage and restoration data through its subscription-based eReliability Tracker service. Once per year, APPA's Reliability Team compares this data to national statistics tracked by the U.S. Energy Information Administration for all types of electric utilities.

"It's encouraging to see year after year that public power's track record for providing highly reliable service is backed up by data," said APPA Director of Research and Development Paul Zummo. "These utilities are the best of the best when it comes to keeping the lights on. And these communities should be proud of their local power providers and appreciate the hard work that goes into earning this recognition."

Nationwide, the average public power customer has their lights out for less than half the amount of time that customers of other types of utilities do.

"We are proud to receive this recognition. It is a testament to the hard work of all our staff to ensure that we keep Spencer powered," said Steve Pick, general manager/CEO at Spencer Municipal Utilities.

SMU's average duration of an electric interruption is 20.56 minutes compared to other utilities in the region which average 46.77 minutes. To improve reliability, in the last year SMU has expanded its underground electric system, which is now 97% underground. SMU follows an annual program for inspections, repairs and maintenance on our distribution system which also improves reliability.



**Amanda Gloyd**

Marketing & Community Relations Manager

We've recently been recognized among our peers for a couple awards; one for safety in 2023 and one for reliability in 2023. And just a year ago we received the Reliable Public Power Provider (RP3) designation from the American Public Power Association recognizing utilities that demonstrate proficiency in four key areas: reliability, safety, workforce development, and system improvement.

We couldn't be prouder to be honored with these designations – and they recognize the hard work of everyone on our team. We are looking forward to continuing to improve our operations and service to our customers.



# Drinking Water Week

We celebrated Drinking Water Week May 5-11 and want to thank our water professionals who are dedicated to our water's safety. Their expertise and innovation ensure every drop we consume is clean and safe.



# Go Orange Day

We celebrated Go Orange Day on April 17th to promote work zone safety. Help keep those in a work zone safe by slowing down, putting away distractions and playing attention.



# New Feature with Ultimate TV

We've recently introduced a new feature with Ultimate TV from Spencer Municipal Utilities. Now you can go back 24 hours and watch programming you missed. There are some channels with exceptions, but many channels are able to go back 24 hours. No need to worry about if you missed a program-you can now go back!



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# 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](mailto: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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**www.smunet.net**

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