

MMU Newsletter

OCTOBER
2020



CONGRATULATIONS!

Alan Tolbeck Family



MMU AUTO BILL PAY PROMO WINNER

Thanks for being a part of our automatic bill pay promotion!
Enjoy your new Apple iPad!

Manning
MUNICIPAL UTILITIES
ELECTRIC - COMMUNICATION - GAS

DID YOU KNOW?

MMU offers automatic bill pay each month. It's fast, easy, and convenient! To learn more, or to sign up, please contact MMU at:

712-655-3905



FIBER UPDATE

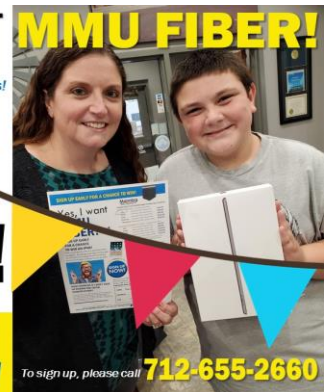
Lots of action in Manning as crews work to install the new Fiber infrastructure. There are approx. 7 blocks of fiber duct left to bury. About 60% of the fiber has been pulled into the duct and splicing has started. Most of the equipment is installed at the headend and will soon be ready for testing. Crews are expected to begin cutovers by early December 2020. Crews will also be working on seeding yards.

Welcome to **BLAST** Ultimate Wi-Fi
Maximize Your Wireless Connectivity with **Whole Home Wi-Fi** from MMU
It's Wi-Fi Unleashed!

SIGN UP NOW! YES, I WANT MMU Fiber!
MMU is excited to offer optimized fiber packages!

Congrats Bunker family!
Thanks for choosing MMU Fiber and enjoy your iPad!

EARLY BIRD SIGN UP APPLE iPad WINNER!



SIGN UP ▶ MMU offers safe, fast, reliable Fiber Internet service that covers your whole home!

RESIDENTIAL PKGS. - Includes Standard Blast

- Lite** ————— Downstream 10M / Upstream 5M **\$44.99**
- Silver** ————— Downstream 25M / Upstream 12M **\$69.99**
- Gold** ————— Downstream 50M / Upstream 25M **\$89.99**
- Platinum** ————— Downstream 100M / Upstream 50M **\$119.99**
- *Premium*** ————— Downstream 250M / Upstream 100M **\$139.99**

BUSINESS/COMMERCIAL PKGS. - Includes Standard Blast

- Lite** ————— Downstream 10M / Upstream 10M **\$64.99**
- Silver** ————— Downstream 25M / Upstream 25M **\$89.99**
- Gold** ————— Downstream 50M / Upstream 50M **\$109.99**
- Platinum** ————— Downstream 100M / Upstream 100M **\$139.99**
- *Premium*** ————— Downstream 250M / Upstream 250M **\$159.99**

Wireless Equipment & Service Options

Managed Wi-Fi Services	Standard Blast	MAX Blast
Monthly Lease	Included in Pkg.	\$25
Free Repair & Replacement	x	x
Remote Technical Support	x	x
Mobile App - Basic	x	x
Whole Home Wi-Fi Extended Coverage	x	x
On-site Support for Wi-Fi	x	x
Device Connection Assistance	x	x
Mobile App - Advanced	x	x
Wi-Fi 6 Capability	x	x
Experience IQ Parental Controls	x	x
Protect IQ Network Security	x	x
Alexa Integration		x
Equipment - Wireless Router	GigaSpire BLAST	GigaSpire MAX

NEW

www.mmua.com

MMU LAUNCHES NEW WEBSITE

Check it Out!



Add a "PS"

To help a neighbor

"PS" is Project Share - a program that assists needy households in paying their winter energy bills. You can help this effort by adding a regular Project Share contribution to your utility payment, or by making a direct donation to Project Share. These funds are distributed to your neighbors in need.

A local social service agency carefully identifies those residents who qualify, and a local committee oversees Project Share to guarantee that all contributions are handled equitably and efficiently.

Adding a "PS" - a Project Share contribution to your utility payment each month is a simple way to share some warmth with those who need it.

Manning To ADD a "PS" **PS** Project Share
MUNICIPAL UTILITIES ELECTRIC - COMMUNICATION - GAS **712-655-3905**



NOTICE OF PROCEDURE FOR REQUESTING INFORMATION FROM OR REGISTERING COMPLAINTS WITH

MANNING MUNICIPAL UTILITIES CONCERNING SERVICE DISCONNECTION, SAFETY OR RENEWABLE ENERGY

Persons desiring to request information from or register complaints with Manning Municipal Utilities

CONCERNING SERVICE DISCONNECTION, SAFETY OR RENEWABLE ENERGY may do so by contacting:

Jeremy Carroll
321 Center Street
Manning, Iowa 51455
712-655-3905

If your complaint is related to service disconnection, safety, or renewable energy and Manning Municipal Utilities does not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling (515) 725-7321, or toll-free (877) 565-4450, by writing to 1375 E. Court Avenue, Room 69, Des Moines, Iowa 50319-0069, or by E-mail to customer@iub.iowa.gov.

2020-2021 IOWA HOME ENERGY ASSISTANCE PROGRAM

ATTENTION: RESIDENTIAL CUSTOMERS NEED HELP WITH YOUR HEATING BILL?

The 2020-2021 Low-Income Home Energy Assistance Program (LIHEAP) has been established to help qualifying low-income Iowa homeowners and renters pay for a portion of their primary heating costs for the winter heating season.

The assistance is based on household income, household size, type of fuel, and type of housing.

If you are not sure where to apply, **Dial 2-1-1**, or visit <https://humanrights.iowa.gov/dcaa/where-apply> to contact your local community action agency, or write to:

LIHEAP
Iowa Department of Human Rights
Capitol Complex
Des Moines, IA 50319

INCOME MAXIMUMS	
Household Size	Annual Gross Income
1	\$22,330
2	\$30,170
3	\$38,010
4	\$45,850
5	\$53,690
6	\$61,530
7	\$69,370
8	\$77,210

For households with more than eight members, add \$7,840 for each additional member.

2020-2021 IOWA HOME ENERGY ASSISTANCE PROGRAM

WHEN TO APPLY:

- **Elderly (60 & over) and/or disabled:**
October 1, 2020 to April 30, 2021
- **All other households:**
November 1, 2020 to April 30, 2021

WHAT TO TAKE:

- **Proof of Income** (for all household members age 19 and over) Depending upon your household income type, income documentation from the past 30 days, the last 12 months, or last calendar year, whichever is easier or more beneficial for you.
- **Proof of Social Security Numbers** for **all household members** (documentation required)
- **Most recent heat bill**
- **Most recent electric bill**

WAGE EARNERS:

Please bring copies of your check stubs for the 30-day period preceding the date of application, or a copy of your most recent federal income tax return.

FIXED INCOME:

This income may include: Social Security Benefits, Supplemental Security Income, Family Investment Program, Veteran's Assistance, Unemployment Insurance, and pensions. Please bring copies of your check stubs from the previous 30 days.

SELF-EMPLOYED/FARMERS:

Please bring a copy of your most recent federal income tax return.

FIP RECIPIENTS:

Please bring your current DHS Notice of Decision or contact your local office for acceptable document information.



IADG recognizes Manning Municipal Utilities with the 2020 Economic Development Impact Award

Customer APPRECIATION

2020 HIGHLIGHTS MMU celebrates YOU, our valued customers!

MMU partnered with the City of Manning to host the 3rd annual Customer Appreciation on July 23rd at the Kerkhoff Shelter House in Manning. It was a fun evening for all! A huge thank you to Theo & Bonnie Ramsey, owners of The Ramsey's Market, who entertained the crowd with live music. Not only did they give a great deal on all the meal supplies for the evening, but WOW can they sing! Back again by popular demand were the famous Deb's Corner Café pies. MMU also handed out gift bags as a special thank you to customers.

The community support is truly valued by MMU!

www.mmua.com

