



OMU QUARTERLY NEWSLETTER

OWNED BY THE PEOPLE IT SERVES

DECEMBER 2022 VOL. 58 ISSUE NO. 5

HAPPY HOLIDAYS TO ALL!

A MESSAGE FROM THE OMU BOARD OF TRUSTEES AND ENTIRE OMU STAFF

Osage Municipal Utilities truly appreciates your business and support throughout the past year. Thank you for the opportunity to serve you and your family for another year. Warmest wishes for a joyous holiday season and happiness throughout the coming year.



OMU GIFT CERTIFICATES

OMU gift certificates can be a unique idea for those on your gift list this holiday season. Give the gift of light and warmth that is guaranteed to be used and appreciated! You have the option to pick up a gift certificate or have one mailed to the recipient. "Secret Santas" can remain anonymous and OMU can notify the recipient of a gift if you so choose. Stop by our office at 720 Chestnut or give us a call at 641-832-3731 to give a gift that will warm a heart and a home this holiday season.

HOLIDAY CLOSINGS

The OMU offices will be closed the following days:

Thursday, November 24, 2022

Friday, November 25, 2022

Friday, December 23, 2022

Monday, December 26, 2022

Monday, January 2, 2023

Thank you!

Thank you to all the OMU employees for their dedication and service for the following years. We appreciate all you do!

- Matt Miller - 37 years
- Mick Schweiger - 31 years
- Allison Kruse - 21 years
- Duane Krones - 17 years
- Barb Johnson - 17 years
- Ian Cowell - 15 years
- Tony Jeffries - 10 years
- Justin Muller - 8 years
- Mary Hartogh - 8 years
- Jim Abben - 7 years
- Kraig Heckstein - 5 years
- Stacy Walsh - 5 years
- Lance Uhlenhopp - 3 years
- Kyle Mullenbach - 1 year
- Casey Palsic - 1 year
- Jessica Mayer - 1 year
- Andrew Daring - 1 year
- Jacob Johnson - first year

GAS SURVEY

Osage Municipal Utilities is required by law to have a Public Awareness Plan for our gas utility. Every four years OMU is required to do a survey of our customers on their gas utility knowledge. This is a chance for OMU to review our efforts to educate the public regarding our natural gas system within the community.

Please take a couple of minutes to either complete the survey online or fill out the enclosed survey and return it to the Osage Municipal Utilities office at 720 Chestnut Street. Thank you for your time to complete this survey.

GAS SURVEY LINK:
<https://www.surveymonkey.com/r/PTRRVJG>

CPNI Reminder

Customer account information can only be given to those whose name is on the account or who have been authorized to have access. Please consider adding additional contact information to your telecom account. Anytime OMU receives a request regarding telecom information on an account, the person contacting us must verify that they are authorized to receive the information. If this cannot be verified, OMU must refuse the request. We apologize for any inconvenience these regulations may cause, but the FCC is trying to protect your personal information.

Natural Gas Prices

The US Energy Information Administration (EIA) is forecasting that household expenditures for home heating will increase by 28% this winter season. They are predicting electric costs are to increase by 10%. OMU has a variable charge, called the Purchase Gas Adjustment (PGA) that is included on your monthly statement. This charge reflects the actual market price of gas that we purchase. As we continue to work with our natural gas supplier to keep our costs low, we have continued to see rates higher than we have seen in years. These higher rates are expected to continue over the next several months. Because of these factors, OMU is encouraging our customers to prepare for these higher costs. Try these conservation steps:

- *Keep thermostats as low as comfort allows*
- *Consider purchasing a programmable or Smart thermostat*
- *Perform annual furnace maintenance and change filters*
- *Let the sunshine in your windows during the day*
- *Weatherize your home and/or business*

Income eligible customers are reminded that financial heating assistance is available through the Low-Income Home Energy Assistance Program (LIHEAP). For assistance, please call North Iowa Community Action Organization (NICA) 800-873-1899 or OMU 641-832-3731.

*Happy
New
Year*



Internet Rate Increase

Effective January 1, 2023 all OMU internet rates will increase by \$10. This increase is to help not only with current increased costs but also to help with future projects like fiber to the home for our customers.

New Rates:
Plus \$59.95 Res. \$69.95 Bus.
Premium \$79.95 Res. \$89.95 Bus.
Ultimate \$109.95 Res. \$119.95 Bus.
Wireless Plus \$55.95 Res. \$65.95 Bus.
Wireless Premium \$75.95 Res. \$89.95 Bus.
Wireless-Govt \$43.00
Plus-Govt \$47.00
Plus Premium-Govt \$67.00
Ultimate-Govt \$97.00

Call Before You Dig

Iowa requires that all utility location requests for underground facilities go through the Iowa One Call System. Therefore, all customers or contractors who call OMU for utility locations, will be referred to the Iowa One Call service. Their toll-free number is 800-292-8989 or simply call 811.

Iowa One Call must be notified anytime excavation or digging is expected to exceed 12 inches in depth. Normal farming and gardening activities are excluded from this requirement. Iowa One Call asks that 48 hours notice be given (excluding weekends and holidays) before excavation begins. All underground utilities are either marked with a colored flag or colored paint. The location of each existing underground utility is identified by a separate color.



Please Keep Covered Window Wells Clean

If you have a covered window well on your property near your utility meter, OMU asks for your help clearing the snow from the cover. When covered in snow, egress window covers can blend in to the landscaping and create a fall hazard for OMU's meter reader. Meter readers need access each month and quick access in an emergency can be critical for your safety. Clearing the snow from your window well cover helps maintain your escape route and helps keep our meter reader safe.

