



JUNE 2022 | VOL. 58 | ISSUE NO. 2  
**OMU QUARTERLY NEWSLETTER**  
 OWNED BY THE PEOPLE IT SERVES



As the summer months draw closer and construction in our area continues, OMU reminds everyone of the importance of doing a One Call.

More and more utilities are adding underground services

each year. It is much easier for all parties involved to make a simple call rather than do repairs after a utility has been damaged.

Anytime you are digging or disturbing dirt, including cutting concrete, a One Call must be made 48 hours prior to work.

Utilities such as Gas, Electric, Water, Sewer, Telecom and Fiber Optics are all present in our area and extend outside the city limits. To place a One Call simply dial 811 or 1-800-292-8989.

Our office will be closed on  
 Monday, May 30th for Memorial Day  
 Monday, July 4th for Independence Day

## 2021 Annual Water Quality Report

The City of Osage is proud to provide safe, dependable water to you. As our customer, you have a right to fully understand the efforts we make to assure that your water is safe to drink. We are committed to ensuring the quality of your drinking water and its compliance with government standards. The 2021 Annual Water Quality Report is available as of 6/30/22 at City Hall, Osage Municipal Utilities, and the Osage Library. This report will not be mailed to individual households. It can also be viewed at the following website:  
<http://iowaccr.org/Osage>.



Osage Municipal Utilities offers efficiency rebates including:

- Tankless Gas Water Heaters \$300
- Central Air-Conditioners \$50-\$400
- Mini-Split Heat Pumps \$200-\$600
- Gas Furnaces \$350
- Energy Star Smart Thermostat \$75
- Wi-Fi Programmable Thermostat \$10
- Electric Vehicle Chargers \$250

## Recycling Tips

- Breakdown all cardboard
- Crush plastic containers like water bottles/milk jugs (remove lids)
- Remove lids from plastic containers and rinse. Recycle lids too!
- Separate out your glass





# OSAGE MUNICIPAL UTILITIES

## NATURAL GAS RATE ADJUSTMENT

Recently, OMU had a rate study conducted on the gas utility. Based on the results, the Board of Trustees took action during a meeting on May 4, 2022 to adjust the natural gas rate schedule. Below shows the new rate schedule.

The rate study analyzed the monthly service charge as well as the monthly commodity charges per ccf. The monthly service charge is designed to recover "fixed" system costs like meters, meter reading and a portion of labor and distribution system costs. The monthly commodity charge is designed to recover the wholesale cost of gas plus any demand or capacity related costs. A comparison of the actual costs in these areas since our last rate adjustment in 2015, coupled with projected future costs, is ultimately what led to the rate schedule approved by the Board.

Effective with the July 2022 meter reading, the monthly OMU Natural Gas rates will be adjusted as follows:

### RESIDENTIAL

Monthly Service Charge  
All CCF per month

### PREVIOUS

\$6 / month  
\$0.753 / CCF

### NEW

\$12 / month  
\$0.791 / CCF

### COMMERCIAL & INDUSTRIAL

Monthly Service Charge  
All CCF per month

\$15 / month  
\$0.755 / CCF

\$22 / month  
\$0.793 / CCF

### INTERRUPTIBLE

Monthly Service Charge  
1st 5,000 CCF per month  
Over 5,000 CCF per month

\$26 / month  
\$0.747 / CCF  
\$0.692 / CCF

\$26 / month  
\$0.784 / CCF  
\$0.727 / CCF

### LIGHT PLANT

Monthly Service Charge  
All CCF per month

\$51 / month  
\$0.666 / CCF

\$51 / month  
\$0.699 / CCF

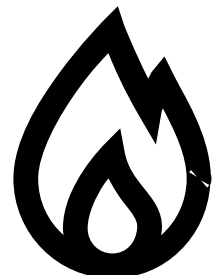
Congratulations to all the students completing their studies this month. We are especially pleased to recognize Cole Adams. Cole has been job shadowing in the OMU Line Department and will be graduating from Osage High School. Cole is the son of Terry and Tonya Adams. He will be attending Northwest Iowa Community College in Sheldon, IA for Powerline.

## Congratulations Graduates



# 2022

Effective July 1, 2022, Osage Municipal Utilities Gas Department will no longer be lighting pilot lights for our customers. If OMU must turn off your pilot light for any reason, we will then re-light it. If your pilot light goes out due to any other circumstance, please call a professional to assist you.





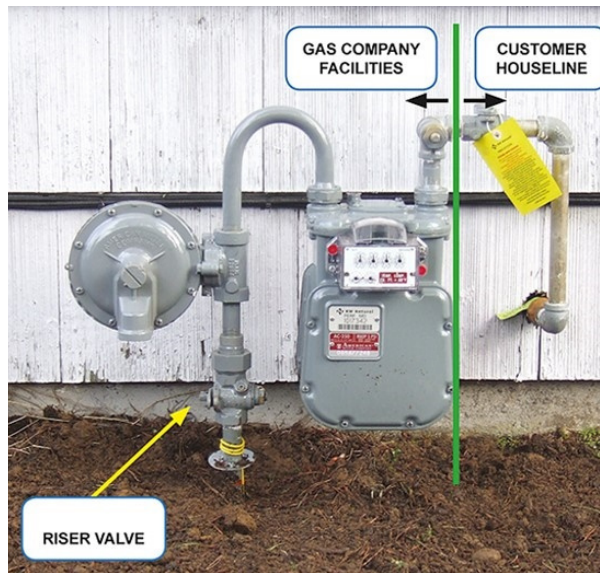
# OSAGE MUNICIPAL UTILITIES

## *Fair Housing Act Prohibits Discrimination*

The Fair Housing Act protects people from discrimination when they are renting or buying a home, getting a mortgage, seeking housing assistance, or engaging in other housing-related activities. In the sale and rental of housing, the Fair Housing Act makes it illegal to discriminate with action such as the following because of race, color, religion, sex, disability, familial status, or national origin: 1) Refuse to rent or sell housing, 2) Refuse to negotiate for housing, 3) Set different terms, conditions or privileges for sale or rental of a dwelling, 4) Falsely deny that housing is available for inspection, 5) Make, print or publish any notice, statement or advertisement with respect to the sale or rental of a dwelling that indicates any preference, limitation or discrimination, 6) Impose different sales prices or rental charges for the sale or rental of a dwelling, 7) Use different qualification criteria or applications, or sale or rental standards or procedures, such as income standards, application requirements, application fees, credit analyses, sale or rental approval procedures or other requirements, 8) Evict a tenant or a tenant's guest, 9) Harass a person, 10) Fail to delay performance of maintenance or repairs, 11) Deny access to or membership in any multiple listing service or real estate brokers' organization. The act also prohibits discrimination in mortgage lending. For more information about the Fair Housing Act, visit: [https://www.hud.gov/program\\_offices/fair\\_housing\\_equal\\_opp/fair\\_housing\\_act\\_overview](https://www.hud.gov/program_offices/fair_housing_equal_opp/fair_housing_act_overview).

### Keep Utility Meters Visible

While doing your landscaping projects this season, please remember to keep your utility meters accessible. Please do not plant trees or shrubs in front of your meters. Your meters need to be able to be read monthly or shut off in case of an emergency. Large entangling shrubs and vines will interfere with routine maintenance and recording



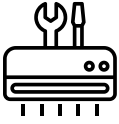
of accurate monthly meter readings. For safety reasons, a natural gas meter needs to always be visible. In case of gas leak or fire emergency, the gas meter and shut off valve must be quickly located and turned off. Please refrain from planting trees or shrubs in front of your meters. When landscaping, please keep all landscaping materials below the riser valve on your gas meter.

If you do have any landscaping around your utility meters, please trim any plantings and vegetation that may have become overgrown around the meters, making them inaccessible. Please help us keep you safe by following these simple steps.

OMU General Information  
**OFFICE HOURS:**  
 7:30 am - 4:00 pm  
 Monday - Friday  
 Phone: 641-832-3731  
 General Manager:  
 Stacy Walsh  
 Board of Trustees:  
 Jennifer Frein - Chair  
 Tom Kenny  
 Nan Jakobson  
 Josh Olson  
 Troy Machin



# OSAGE MUNICIPAL UTILITIES



## CREDIT FOR CONSERVING



If you are looking to get cool and stay that way this summer, you may want to know how to make your air conditioner more effective and efficient. Even the best air conditioners can benefit from some efficiency-enhancing protocols to keep your energy bills down. Here are some simple tips that you can incorporate into your AC use to produce cool air more efficiently:

- **Replace or Clean the Filters** - One of the best and easiest ways to increase your AC unit's efficiency is to replace or clean the air filters. Replace or clean air filters every 1-3 months for best results.
- **Provide shade for your AC unit** - An air conditioner exposed to direct sunlight will use up to 5% more energy than an air conditioner that is shaded.
- **Keep the area around the AC unit clean** - Leaves, grass clippings, and other debris block the air flow and make the unit work harder and longer.

As an incentive, Osage Municipal Utilities will offer a \$20.00 credit against your utility bill to any customer who contracts for an air conditioning tune-up with one of the following plumbing, heating or electrical contractors:

- **Adams Plumbing & Heating**      **641-732-5623**
- **Stricker Plumbing & Heating**      **641-732-4415**
- **Kenny's Services**      **641-832-2473**
- **Wright's Plumbing & Heating**      **641-732-5208**

To qualify for a credit, simply have your contractor complete the Osage Municipal Utilities check list after they perform your central air conditioning tune-up. They will bring the completed form along with a copy of your air conditioning tune-up bill to our office and we will apply a \$20.00 credit to your utility account.

### NO VACATION FOR YOUR UTILITIES

Even if you take a vacation, your utility services don't. Here are some reasons your utility bills may not be lower while you are on vacation:

1. Your fridge, freezer and water heater continue to run.
2. Meters may be read in the middle of a vacation dividing your "lower use" period between two billing cycles.
3. You may use your utilities more heavily when you get ready for vacation and when you get home. (Lots and lots of laundry!)

To find out how much energy was used during your vacation, read your meters before and after your trip.

### Complaint Procedure Notice

If you have a complaint with Osage Municipal Utilities, please call 641-832-3731 or write to us,

Attention: Stacy Walsh  
PO Box 207  
Osage, IA 50461

If your complaint is related to OMU's service rather than its rates and OMU does not resolve your complaint, you may request assistance from the Utilities Division Department of Commerce-Iowa Utilities Board.

#### IUB Contact Information:

EFS Help Desk Email: [efshelpdesk@iub.iowa.gov](mailto:efshelpdesk@iub.iowa.gov)

IUB Website: <https://iub.iowa.gov>

Customer Service Email: [customer@iub.iowa.gov](mailto:customer@iub.iowa.gov)

By mail: Iowa Utilities Board, 1375 E Court Ave, Des Moines, IA 50319

#### IUB Telephone Numbers:

Main Office: 515-725-7300

Customer Service: 515-725-7321

Toll Free: 877-565-4450

General Fax: 515-725-7399

