



MARCH 2022 | VOL. 58 | ISSUE NO. 1  
**OMU QUARTERLY  
 NEWSLETTER**  
 OWNED BY THE PEOPLE IT SERVES



### **WELCOME**

#### **JACOB JOHNSON**

Jacob Johnson joined OMU on January 3rd as a Field Service Technician in our Telecom Department. Jacob was born and raised in Osage. After high school he served in the Army for almost 10 years. He has been working on wind turbines for the last 3 years prior to joining OMU. In his free time, Jacob loves to spend time with his family and hunting anything in season. Welcome Jacob!

### *Important Information*

We will now be sending our newsletters every quarter instead of monthly.

### **OFFICE CLOSURES**

Friday, April 15th  
 Closed for Good Friday  
 Monday, May 30th  
 Closed in observance of Memorial Day



### **BUDGET BILLING PAYMENT OPTION**

Flexible payment options are available to OMU customers to help take the guesswork out of bill paying. Budget billing is a free service that helps even out the fluctuations in the electric and gas portions of your utility bill.

The amount you pay OMU each month is determined by dividing your previous 12 months of electric and gas usage into 12 equal payments. This designation amount is payable each month regardless of actual monthly usage.

Some charges cannot be included in the budgeted amount and will be due in addition to the regular budget billing. What we are able to budget is your electric and gas. Water and sewer are billed at their consumption.

Accounts are reviewed yearly on your anniversary month to determine if the budget amount needs an adjustment to better match your usage. You will continue to receive a statement with your actual usage so you can keep an eye on your consumption and whether you are ahead or behind on your budget.

In order to achieve the most accurate budget billing amount, OMU recommends that customers have 12 months of usage history before signing up for this service. Customers on certain OMU programs may not be eligible for budget billing. To see if you qualify or for more information, contact Customer Service at 641-832-3731.

Project Share is an energy assistance program sponsored by Osage Municipal Utilities. It is a great way to help those experiencing tough economic times pay their utility bills. A neighbor whose budget is strained because of low income due to loss of a job, large medical bills, or a single working parent struggling to support a family could all use a helping hand. If you are interested in making a difference to those less fortunate in our community, you can make a monthly pledge of your choice (\$1 per month is not too small). This pledge can be added to your utility bill, or you can make a one-time contribution. Simply call, drop us a note, or stop in the office to make your tax-deductible contribution. Thank you for past contributions to help support this local program which continues to help those in need in our community.



# ELECTRICAL SERVICE EXTENSION FEES



Effective April 1, 2022, OMU's Electrical Service Extension Fees will be changing. OMU will determine the proper electrical service to be provided. If a customer would like something other than the necessary service, an aid-in construction payment shall be required by the customer. This is for residential and commercial customers and excludes industrial customers. The aid-in construction payment will be calculated as follows: The total cost of extending the new service less the total cost of the necessary service. For overhead services, the customer will pay 40% of the calculated aid-in construction payment. For underground services, the customer will pay 60% of the calculated aid-in construction payment.

## NATIONAL DO-NOT CALL REGISTRY



Your registration with the national Do-Not Call Registry is effective for 5 years. It may be time to renew your free registration to prevent most telemarketer calls. Either sign up at [www.donotcall.gov](http://www.donotcall.gov) or call 1-888-382-1222.

- **TELEMARKETERS UPDATE THEIR LISTS EVERY 31 DAYS, SO YOU CAN EXPECT FEWER CALLS AFTER 1 MONTH.**
- **YOU CAN FILE A COMPLAINT IF YOU ARE STILL RECEIVING TELEMARKETER CALLS AFTER 90 DAYS OF REGISTERING WITH THE DO NOT CALL REGISTRY. CALL THE NUMBER ABOVE OR VISIT THEIR WEBSITE.**
- **REGISTERING WILL NOT STOP CALLS FROM CERTAIN NON-PROFIT AND POLITICAL ORGANIZATIONS AND CALLS FROM ORGANIZATIONS WITH WHICH YOU HAVE ESTABLISHED A BUSINESS RELATIONSHIP.**

## Call Before You Dig

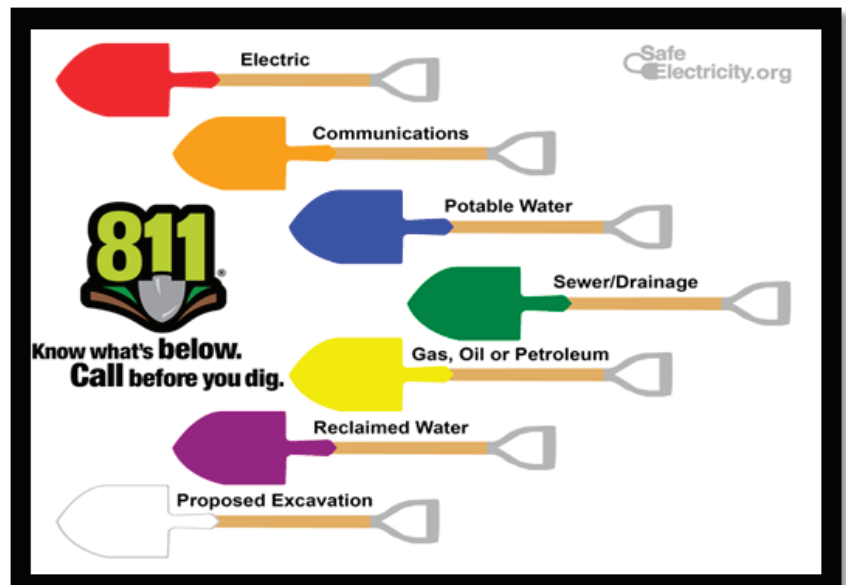
Iowa requires that all utility location requests for underground facilities go through the Iowa One Call System. Therefore, all customers or contractors who call OMU for utility locations, will be referred to the Iowa One Call Service. Their Toll Free Number is 1-800-292-8989 or simply call 811.

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 excavating begins.

Customers using this convenience should be ready to provide the following:

Specific location of digging site  
Type and extent of work  
Caller's name  
Name of company doing work

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, as follows:





# ELECTRIC, GAS, COMMUNICATIONS

“Owned By The People It Serves”

[www.osage.net](http://www.osage.net)  
[support@osage.net](mailto:support@osage.net)

720 Chestnut Street, P.O. Box 207, Osage, IA 50461  
Phone: (641) 832-3731, Fax (641) 732-5498

## Annual FCC Telephone Battery Backup Disclosure

Modern digital telephone services will not operate without power. This was not true with historical “copper land line” telephones. Today, all electronic components associated with your telephone line now require battery backup or they will stop operation during a power outage. This has become less important with the pervasiveness of cellular phones, which usually continue working during a traditional power outage, and can therefore be used in an emergency.

**IT IS VERY IMPORTANT TO UNDERSTAND THAT IF ANY EQUIPMENT LOSES POWER TELEPHONE SERVICES WILL NOT WORK. THIS INCLUDES 911, HOME SECURITY SYSTEMS, MEDICAL MONITORING DEVICES, OR ANY OTHER SYSTEM THAT RELIES ON TELEPHONE SERVICE FOR OPERATION.**

Osage Municipal Utilities have battery backups available for both our cable modem subscribers and our fiber to the premise subscribers.

### CABLE MODEM SUBSCRIBERS

When your eMTA Modem (Embedded Multimedia Terminal Adapter) was originally installed, we provided a battery that is rated at a minimum of 4 hours of idle run time. In many cases this is enough as our line department and/or generation department will have power restored within this time frame. We do have batteries rated at 24 hours available for purchase if you would like a longer available run time. The 24 hour rated batteries are not available for all eMTA devices and may require us to replace the eMTA at no additional cost. eMTA battery ratings are at idle, and any calls made will drastically reduce this time, so it is recommended that during a power outage to only use your phone as necessary. This battery will only provide power for the eMTA and phone service, it will not provide power for the cable modem for internet service. It also will not provide power to any cordless phones, medical monitors, or home security devices. If you do not have a wired telephone, or a battery back up for your cordless phone, your phone service will not work, even with a battery back up installed in the eMTA.

Also, please keep in mind that we do have active equipment in the plant that requires power. All active equipment is equipped with their own batteries with a minimum runtime of 4 hours. This is generally enough time for power to be restored, or generation of power to be started.

### FIBER TO THE HOME/PREMISE SUBSCRIBERS

When your ONT Modem (optical Network Terminal) was installed, a battery backup was not installed. Osage Municipal Utilities does have battery backup units rated for 24 hours of idle time available for purchase. This battery will only provide power for the eMTA and phone service, it will not provide power for the cable modem for internet service. It also will not provide power to any cordless phones, medical monitors, or home security devices. If you do not have a wired telephone, or a battery backup for your cordless phone, your phone service will not work, even with a battery backup installed in the ONT.

Also please keep in mind that we do have active equipment in the plant that requires power. All active equipment is equipped with their own batteries with a minimum runtime of 4 hours. This is generally enough time for power to be restored, or generation of power to be started.

## TESTING AND MONITORING

eMTA modems perform self-testing on the batteries, and OMU can monitor the status of the eMTA batteries. If a battery does need to be replaced, there will be a charge for the battery. Most batteries will last 3 to 5 years. You can also check the status of the battery yourself. On the eMTA if the battery light is on solid, the battery is operating normally, if it is flashing, it needs to be replaced, and if it is off, the battery is not present. To test the battery manually, you can unplug your eMTA modem from power and attempt to make a test call. This will not test any other equipment outside of the eMTA modem.

The battery backup for fiber customers do not perform a self-test, and we are not able to monitor them. If the battery needs to be replaced, the battery backup unit will make an audible beep. You can perform testing on the battery backup unit by unplugging it from power and attempting to make a call.

### Battery Options

#### eMTA Cable Modem Options

TM822/TM804 24-hour standby time	\$70.00
TG3452 24-hour standby time	\$165.00

#### Fiber ONT

803G 24-hour standby time	\$150.00
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