

OMU QUARTERLY NEWSLETTER

MARCH 2024 VOL. 60 ISSUE NO. 1



OWNED BY THE PEOPLE IT SERVES

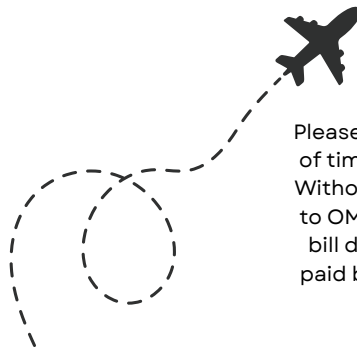
Project SHARE

Osage Municipal Utilities is proud to sponsor Project Share, an energy assistance program that helps families facing emergency situations or difficult financial times to pay their utility bills. With your support, we can make a meaningful difference in the lives of those who are truly struggling. Whether it is a one-time donation or a monthly contribution, every dollar goes towards helping families in Osage. All donations are tax-deductible. To donate, simply choose the amount you'd like to contribute and contact OMU at 641-832-3731 or visit our office. We appreciate your past contributions and thank you for being a community champion!



NATIONAL DO NOT CALL REGISTRY

The National Do Not Call Registry is designed to stop unwanted sales calls from real companies that follow the law. It is free to register your home or cell phone number. This is a list that tells registered telemarketers what numbers cannot be called. Being on the Registry won't block calls or stop scammers from illegal calls. Go to DoNotCall.gov or call 1-888-382-1222 from the phone you want to register, it is free. Your phone number should appear on the Registry the next day, but it can take up to 31 days for sales calls to stop.



REMINDER TO TRAVELERS

Please help us help you. When traveling for an extended period of time, simply call our office and leave a forwarding address. Without a forwarding address, your utility bill may be returned to OMU marked "temporarily away". Failure to receive a utility bill does not excuse assessment of a penalty if the bill is not paid by the due date. Your cooperation may help avoid a past due penalty.

OFFICE CLOSURE

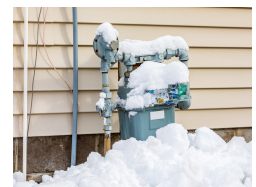
OMU offices will be closed on Friday, March 29th for Good Friday



EMAIL CHANGES

During the regular monthly meeting held on October 30, 2023, the OMU Board of Trustees voted unanimously to adopt a resolution dissolving the osage.net email domain. This measure is set to take effect on December 31, 2024. To ensure a smooth transition, customers with this email domain are advised to switch to an alternative email source. The OMU staff is available to assist with this migration; please contact our office at 641-832-3731 for help. It is strongly recommended that you complete the transition to your new email prior to the December 31, 2024 deadline. Please note that this change only affects email services; all other OMU services will remain unaffected.

HELP KEEP YOUR METERS CLEAR



To ensure accurate readings and enable quick access during emergencies, customers are reminded to keep their electric, gas, and water meters visible and accessible during snowy weather. Customers are advised to clear snow and ice around their meters carefully and not to hit the meters or piping to break away any ice. Customers are also requested not to shovel snow up against their meter. We appreciate your assistance in this matter. Thank you!

COLD WEATHER TIPS

To help keep your heat bills low this winter and to conserve natural gas, consider these tips:

- Turn your thermostat down 3-5 degrees or to the lowest comfortable temperature. Try this especially when you are gone or while sleeping.
- Lower the temp on your water heater to 120 degrees.
- Check window latches and secure all doors.

With an effort by our customers in conserving natural gas, we can help reduce the demand and minimize the cost.

CALL BEFORE YOU DIG

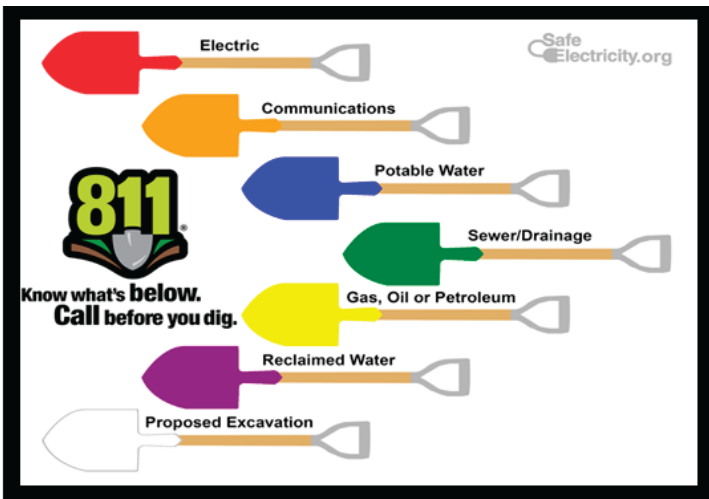
Iowa requires that all utility location requests for underground facilities go through the Iowa One Call System. Therefore, all customers or contractors who call OMU for utility locations, will be referred to the Iowa One Call Service. Their Toll-Free Number is 1-800-292-8989 or simply call 811. You can also reference their website at onecall@iowaonecall.com.

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 should be ready to provide the following information:

- 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 specific color. Those colors are listed on the left.



BUDGET BILLING



Iowa's changing seasons can make anticipating your monthly utility bill very difficult to determine. OMU has flexible payment options to help you stay on top of your budget. With Budget Billing, you can help even out those fluctuations. This is not a discount program and does not offer lower rates, but rather, it provides a consistent bill for your convenience.

To determine your monthly payment amount, OMU divides your previous 12 months of electric and gas usage into 12 equal payments. This amount is payable each month regardless of your actual usage. Please note that some charges cannot be included in the budgeted amount and will be due in addition to the regular budget billing. Unfortunately, water and sewer bills cannot be included in budget billing as they are billed at consumption.

Your account is reviewed yearly on your anniversary month to adjust your budget amount to better match your usage. OMU also calculates your budget balance, which is the difference between your charges and your actual energy use. This balance can either be a charge or a credit and can be found on the back of your bill. If you want to change your budget amounts, please call the OMU office.

For the most accurate budget billing amount, OMU recommends that customers have 12 months of usage history before signing up for this service. You can choose to stop budget billing at any time. Any remaining balance will be added to your next bill in your total amount due. Certain OMU programs may not be eligible for budget billing, and you must have no prior balances due to qualify. For more information or to see if you qualify, please contact Customer Service at 641-832-3731.

Coming soon

Exciting changes are coming soon to our utility and telecom customers! We have been working hard on getting all your services on one statement. Stay tuned for a special insert explaining these new changes in the next couple of months.



ELECTRIC, GAS, COMMUNICATIONS

“Owned By The People It Serves”

www.osage.net
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
---------------------------	----------