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OSAGE MUNICIPAL UTILITIES

QUARTERLY NEWSLETTER

OWNED BY THE PEOPLE IT SERVES



BUDGET BILLING PAYMENT OPTIONS

As seasons change, it can be challenging to predict your monthly utility bill. To help you manage your budget effectively, OMU offers flexible payment options. One of these is Budget Billing, which evens out those fluctuations. While this is not a discount program and does not provide lower rates, it allows for a consistent bill.

To calculate your monthly payment, OMU takes your electric and gas usage from the past 12 months and divides it into 12 equal payments. This fixed amount is payable each month, regardless of your actual consumption. Please note that certain charges cannot be included in the budgeted amount and will be due in addition to your standard budget billing. Water and sewer bills are also excluded from budget billing as they are billed based on consumption.

Your account will be reviewed within in your anniversary month to adjust your budget amount to better reflect your usage. OMU also tracks your budget balance, which indicates the difference between your charges and your actual energy usage. This balance, whether a charge or a credit, can be found on the back of your bill. If you wish to modify your budget amounts, please reach out to the OMU office.

For the most accurate budget billing amount, OMU suggests that customers have a 12-month usage history before enrolling in this service. You have the option to discontinue budget billing at any time; any remaining balance will be added to your next bill in the total amount due. Certain OMU programs may not qualify for budget billing, and you must have no outstanding balances to be eligible. For additional information or to check your eligibility, please contact Customer Service at (641) 832-3731.

Closed

OMU Offices will be closed on Friday,
April 18th for Good Friday



www.osage.net



641-832-3731

Project SHARE



Osage Municipal Utilities is proud to sponsor Project Share, an energy assistance initiative designed to aid families experiencing emergencies or financial hardships in paying their utility bills. With your support, we can significantly impact the lives of those in need within our community.

Whether you opt for a one-time donation or a recurring monthly contribution, every dollar will directly assist families in Osage. All donations are tax-deductible. To make a donation, please select the amount you wish to contribute and contact OMU at (641) 832-3731 or visit our office. We sincerely appreciate your past contributions and thank you for being a champion of our community.

NATIONAL DO NOT CALL REGISTRY



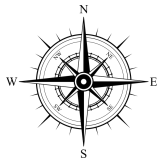
The National Do Not Call Registry was established to reduce unwanted sales calls. Registration for your home and/or cell phone is free and will never expire. By enrolling in the National Do Not Call Registry, you can significantly minimize the number of unwanted calls you receive. However, please note that it won't block all calls or prevent scammers from making illegal calls.

To register your phone, visit DoNotCall.gov or call 1-888-382-1222. Your number should be listed on the Registry by the following day, though it may take up to 31 days for unwanted calls to cease.

If you continue to receive unwanted calls after being on the Registry for 31 days, report them to the FCC. You can do this by calling the number above or by visiting their website.

ATTENTION TRAVELERS

Are you planning a vacation or trip? If you will be away for an extended period, please call our office and provide a forwarding address. Without this information, your utility bill may be returned to us labeled "temporarily away." Not receiving a utility bill does not exempt you from incurring a penalty if the payment is not made by the due date. Your cooperation can help prevent this situation.



Welcome

At the January 27, 2025, City Council meeting, Mayor Steve Cooper recommended and the Council approved Jordan Bielefeld to fill the vacant seat on our Board of Trustees. Jordan has had many years of experience in the wind industry. We are very excited to have Jordan be part of the OMU Board.

OMU Payment Options

Cash or Check

Stop in our office or mail in your payment with the envelope provided

Credit Card

Conveniently swipe or tap your card, call in or stop by the office

ACH

Sign an Authorization Agreement and have your payment taken out of your bank account automatically

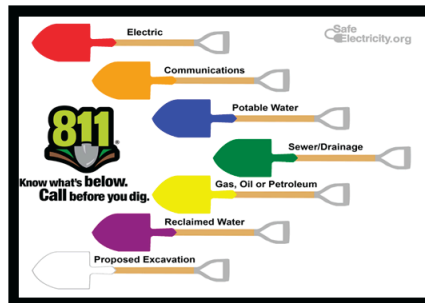
Online

Sign up for Smarthub which allows you to pay your bill, sign up for e-statements and manage your contact information all in one place

Call our office today at (641) 832-3731 to see what option is best for you!

Thank you

Nan Jakobson became a member of the OMU Board of Trustees in 2013, where she served as an engaged and committed Board member. In December 2024, Nan chose not to continue for an additional term on the Board. We are grateful for her contributions to OMU and the Osage community. Thank you, Nan.



CALL BEFORE YOU DIG

Iowa requires that all utility location requests for underground facilities go through the Iowa One Call Service. Their toll-free number to call is (800) 292-8989 or simply call 811. You can also use reference their website: www.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 above.



ELECTRIC, GAS, COMMUNICATIONS

"Owned By The People It Serves"

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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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