

OSAGE MUNICIPAL UTILITIES QUARTERLY NEWSLETTER

OWNED BY THE PEOPLE IT SERVES

JUNE 2025 VOL. 61 ISSUE NO. 2



Substation Project

In 2021, the Iowa Utilities Commission approved OMU's construction of a 69 kV electrical transmission line, creating a direct connection to the existing Dairyland Power system.

Currently, Dairyland Power supplies electrical power to OMU. This new line is designed to ensure that the residents of Osage receive sufficient, safe, and reliable service. Furthermore, the substation will offer redundancy, allowing local electrical service to continue during repairs to the existing system and power plant and providing support during outages caused by storms, natural disasters, or other incidents.

The substation will be located north of Osage on 370th Street, with plans to be operational by the end of 2026. There are no intentions to build additional facilities at this site.

CALL BEFORE YOU DIG



To ensure safe excavation practices, you must contact Iowa One Call at least 48 hours prior to your planned excavation (excluding the day of the notice, weekends, and holidays). A ticket remains valid for 25 calendar days from the time of your call. Always verify yard markings and the status of your Iowa One Call Positive Response ticket before commencing any excavation.

Only buried facilities registered with Iowa One Call will be located and marked, including utilities such as gas, electric, water, sewer, telecom, and fiber optics. Please note that private facilities, such as LP gas lines, sprinkler systems, and gas grill lines, will not be marked. Homeowners can reach out to private locating companies to have their private facilities identified. To initiate a One Call, simply dial 811 or 1-800-292-8989.

CONGRATULATIONS GRADUATES

This month marks a significant milestone for many students finishing their high school and college studies. Congratulations to each of them on their achievements and we wish them all the best as they pursue higher education or enter the workforce.

We would like to highlight the accomplishments of OMU employees' children. Madden Uhlenhopp (son of Lance Uhlenhopp) is graduating from Osage High School. He plans to attend NIACC in the fall, followed by a transfer to the University of Iowa to major in Physical Therapy.

OMU Office Closings

Monday, May 26th for Memorial Day

Friday, July 4th for Independence Day



2024 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 2024 Annual Water Quality Report is available as of June 30, 2025, 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>



BENEFITS OF AN AIR CONDITIONER TUNE UP

An air conditioner tune-up is a preventative maintenance service designed to prepare your unit for increased usage during the warmer months. This service ensures that essential components are functioning properly and that your AC system operates at its best performance. During the tune-up, a professional will visit your home to inspect both the indoor and outdoor AC components.

Osage Municipal Utilities is pleased to offer a \$20.00 credit on your utility bill for any customer who schedules an air conditioning tune-up with one of the following plumbing, heating, or electrical contractors:

- Adams Plumbing and Heating: 641-732-5623
- Allison Plumbing and Heating: 641-732-4415
- Kenny's Services: 641-832-2473
- Wright Plumbing and Heating: 641-732-5208

To qualify for this credit, ensure that your contractor completes the Osage Municipal Utilities checklist after performing your central air conditioning tune-up. They will need to submit the completed form along with a copy of your air conditioning tune-up bill to our office, then we will apply the \$20.00 credit to your account.

COMPLAINT PROCEDURE NOTICE

If you have a complaint regarding Osage Municipal Utilities, please reach out by calling 641-832-3731 or send us a written message to:

ATTN: Stacy Walsh
720 Chestnut Street
Osage, IA 50461
swalsh@omu.email

For complaints specifically related to OMU's service (not rates), and if OMU fails to resolve your issue, you may seek assistance from the Iowa Utilities Commission (IUC). The IUC Customer Service handles public inquiries made via telephone, email, and written correspondence concerning OMU activities or utility service complaints under their jurisdiction. They are available to assist you on weekdays from 8 AM to 4:30 PM, excluding official state holidays.

If you are unable to resolve your issues with OMU or have questions regarding utility service rules and requirements, you can contact IUC Customer Service at 515-725-7300 or 877-565-4450 during the same hours.

Iowa Utilities Commission
ATTN: Customer Service
1375 E Court Ave
Des Moines, IA 50319-0069
customer@iuc.iowa.gov

METER READERS



Brett Darrow



Brett Darrow, OMU's current Meter Reader, is also a Major in the Iowa National Guard. This summer, he will be deployed to the Middle East for a 12-month assignment.

During Brett's absence, Dylan Hanna and Brian Reis will take over the Meter Reader role. Please note that our new Meter Readers may be reading your meters later in the day than usual.

Thank you for your understanding during this transition. We encourage you to welcome Dylan and Brian to OMU. Additionally, we extend our gratitude to Brett for his service and wish him the best of luck.



Dylan Hanna



Brian Reis

OMU GENERAL INFORMATION

OFFICE HOURS: 7:30 AM - 4:00 PM

ADDRESS: 720 Chestnut St, Osage, IA
50461

PHONE: 641-832-3731

WEBSITE: www.osage.net

GENERAL MANAGER: Stacy Walsh

BOARD OF TRUSTEES:

Tom Kenny - Chair

Josh Olson

Troy Machin

Jan Adams