

OMU QUARTERLY NEWSLETTER

OWNED BY THE PEOPLE IT SERVES



HOLIDAY CLOSINGS

The OMU offices will be closed the following days:

- **Thursday, November 27, 2025**
- **Friday, November 28, 2025**
- **Wednesday, December 24, 2025**
- **Thursday, December 25, 2025**
- **Thursday, January 1, 2026**



HAPPY HOLIDAYS FROM THE OMU BOARD OF TRUSTEES AND STAFF

As we celebrate this festive season, the Osage Municipal Utilities Board of Trustees and Staff extend our heartfelt wishes for peace, joy, and prosperity to all our customers. Your trust in us to provide safe and reliable utility services is deeply appreciated. Thank you for being part of our community. May your holidays be bright and may the coming year bring health and happiness to you and your family.

THANK YOU OMU EMPLOYEES!

As we close out the year, we want to express our gratitude to every member of the OMU team. Your contributions are the foundation of our success and we deeply value all that you do!

Matt Miller, Line Crew Foreman - 40 yrs
 Allison Kruse, Accounting Clerk - 23 yrs
 Duane Krones, Electric Generation Supervisor - 20 yrs
 Barb Johnson, Billing Clerk - 20 yrs
 Ian Cowell, Line Supervisor - 18 yrs
 Tony Jeffries, Gas Supervisor - 13 yrs
 Justin Muller, Gas Serviceperson/Welder - 11 yrs
 Mary Hartogh, Accounts Clerk - 11 yrs
 Jim Abben, Telecom Headend/Network Tech - 10 yrs
 Kraig Heckstein, Line Worker - 8 yrs
 Stacy Walsh, General Manager - 8 yrs
 Lance Uhlenhopp, Gas Serviceperson/Welder - 6 yrs
 Kyle Mullenbach, Line Worker - 4 yrs
 Jessica Koebrick, Controller - 4 yrs
 Andrew During, Telecom Supervisor - 4 yrs
 Jacob Johnson, Telecom Service Tech - 3 yrs
 Brett Darrow, Meter Reader Grounds - 2 yrs
 Mitch Wigern, Electric Generation Op/Tech - 1 yr
 Dylan Hanna, Temp. Meter Reader - first yr
 Brian Reis, Temp. Meter Reader - first yr

Happy Holidays

OMU GIFT CERTIFICATES



Do you have people on your gift list that are hard to shop for, we have the answer for you! An OMU Gift Certificate is the thoughtful gift of light and warmth that everyone can appreciate. These are available at our office located on 720 Chestnut Street. You can give us a call at 641.832.3731 and we can mail it to you or directly to the lucky recipient. Want to keep it a surprise? We will happily play Secret Santa and let them know a special gift is on the way. Give the gift that truly brightens the season, call us today for more details.



PROJECT SHARE

Osage Municipal Utilities sponsors Project Share, an energy assistance program that helps local families facing tough times. Life can change quickly and Project Share provides relief by covering utility costs when they are the hardest to manage. You can make a difference by pledging a monthly donation that is added easily to your utility bill. Or you can make a one-time contribution. Every dollar goes directly to neighbors in need, ensuring they can keep their homes warm. Getting involved is simple, give us a call at 641.832.3731 or stop by our office at 720 Chestnut St in Osage to set up your pledge. Together, we can continue building a caring community where no one faces hardship alone. Thank you to all who have already contributed. Your generosity keeps Project Share strong and impactful.

IOWA ONE CALL REMINDER

Iowa law requires that all utility requests for underground facilities go through the Iowa One Call System. Call 811 or toll-free 800.292.8989 to request a locate.

When to Notify Iowa One Call

- Anytime excavation or digging is expected to exceed 12 inches in depth
- Normal farming and gardening activities are excluded
- Provide at least 48 hours notice before excavation begins (excluding weekends and holidays)

How Utilities Are Marked

- Underground utilities are identified with colored flags or paint
- Each color corresponds to a specific type of utility line



CPNI ANNUAL REMINDER

To keep your telecom account secure and your personal information safe, it's essential to follow the privacy regulations established by the FCC. Only those individuals whose names appear on the account or who have received explicit authorization can access account details. Therefore, we highly recommend adding any necessary additional contact information to your account with OMU. This ensures that if someone needs to inquire about your telecom services, they can easily verify their authorization for access. If we cannot confirm authorization, we are required to deny the request in accordance with federal guidelines. We understand that this process may cause some inconvenience, and we appreciate your patience as we prioritize the security and privacy of your information.

