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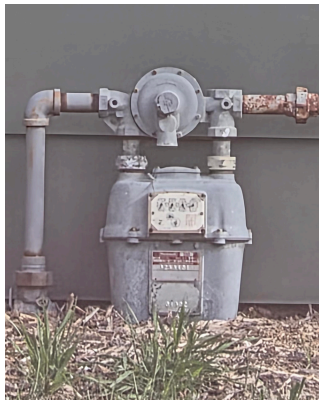
JUNE 2026

SUMMER LANDSCAPING REMINDER

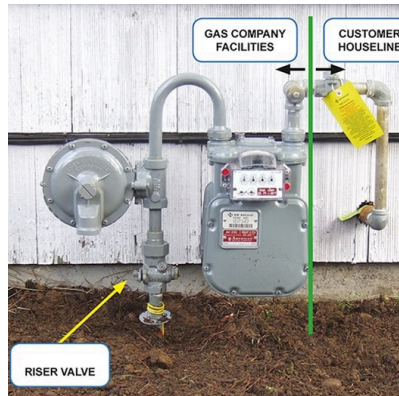
As you plan your summer landscaping projects, please remember to keep your utility meters clear and accessible. Avoid planting trees, shrubs, or other vegetation in front of meters, as this can make routine meter reading difficult and delay utility shutoffs during emergencies.

When adding mulch, soil, or other materials, be sure to keep them below the riser valve on your gas meter. This valve must remain visible and easy to reach at all times to ensure quick access in the event of an emergency.

Thank you for helping us maintain safe and reliable service for everyone in our community!



Gas meters should not have mulch, soil or anything else covering the gas riser.



Gas meters should look like this. The mulch and soil is below the riser valve.



OMU OFFICE CLOSINGS

Monday, May 25th for Memorial Day
Friday, July 3rd for Independence Day



Our office is presently undergoing renovations. We appreciate your patience during this time. We will continue to be open and ready to serve our customers throughout this process!

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
Nan Jakobson



Congratulations to all the graduates of the Class of 2026! May your future be filled with success, purpose and endless possibilities.



OMU ADVANCES SECOND SUBSTATION PROJECT IN SUMMER OF 2026

Summer of 2026 marks the beginning of several projects at OMU, including construction of a second electrical substation to better serve the Osage community.

More than a decade ago, the concept of adding another substation was introduced as part of OMU's long-term planning efforts. The objective has remained the same: to enhance overall system performance, support long-term development, and provide dependable electric service for residents and businesses.

In 2021, the Iowa Utilities Commission approved construction of a 69 kV electrical transmission line connecting directly to Dairyland Power Cooperative's existing network, which supplies electricity to OMU. This 5.6-mile line was completed in 2024, creating an additional supply point. The new connection strengthens system performance, lowers outage risk, and allows for continued expansion. This completion marked the end of Phase One.

Phase Two is now underway and includes building a new substation located north of Osage at 2079 370th Street. Once finished, the facility will tie directly into the transmission line constructed during Phase One, enabling OMU to fully utilize this added supply source. Together, these improvements will create a more resilient and adaptable network, allowing power to be delivered through multiple routes.

The substation will expand capacity, improve voltage control, and address increasing energy requirements driven by community development and agricultural operations. Its design supports the delivery of safe and dependable electric service throughout Osage.

In addition, the substation will provide important backup capability, allowing service to remain uninterrupted during maintenance at the existing site and providing added support during storms or other emergency situations.

As energy usage in Osage increases, these improvements will promote efficient distribution while reducing pressure on the current infrastructure. The project also prepares OMU for potential integration of renewable energy resources and supports economic development by maintaining a stable and balanced power supply.

Scheduled for completion in December 2026, this project reflects OMU's ongoing commitment to delivering safe, reliable electricity both now and into the future. No additional construction is planned at this site.

2025 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 2025 Annual Water Quality Report is available as of June 30, 2026, 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>

**CALL BEFORE YOU
DIG**



To promote safe excavation practices, contact Iowa One Call at least 48 hours before your planned excavation. This notice period does not include the day of the request, weekends, or holidays. Your ticket is valid for 25 calendar days from the time it is issued. Before beginning any excavation, always confirm that site markings are accurate and that your Iowa One Call Positive Response ticket status is cleared.

Only buried facilities registered with Iowa One Call will be located and marked, including utilities such as gas, electric, water, sewer, telecommunications, and fiber optics. Please note that private facilities, such as LP gas lines, sprinkler systems, and gas grill lines will not be marked. Homeowners should contact a private locating company to identify these facilities if needed.

To initiate a One Call request, dial 811 or 1.800.292.8989.

PROJECT SHARE

A SMALL DONATION
MAKES A
DIFFERENCE

Osage Municipal Utilities is proud to support Project Share, a program dedicated to helping local families who are facing temporary financial challenges or unexpected hardships with their utility bills. With your generosity, we can make a meaningful difference for those in need right here in our community.

Whether you choose to make a one-time gift or set up a monthly contribution, every donation goes directly to assist families in Osage. All contributions are tax-deductible.

To give, simply choose an amount that works for you and contact OMU at 641.832.3731 or stop by our office. We truly appreciate your continued support and thank you for helping strengthen our community.

COMPLAINT PROCEDURE NOTICE

If you have a complaint regarding Osage Municipal Utilities, please contact us by calling 641.832.3731 or send us a written message to:
ATTN: Stacy Walsh
720 Chestnut St
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 - 4:30 pm, excluding official state holidays.

If you are unable to resolve your issue 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



AUTOMATED METER UPDATE

Osage Municipal Utilities, in partnership with the City of Osage, continues to make progress on the multi-year project to upgrade all electric, gas, and water meters to an Automated Meter Reading (AMR) system.

This ongoing upgrade is helping improve billing accuracy, reduce the need for manual meter readings, and allow for faster detection of service issues.

Work will continue in phases and customers will receive notice prior to installation. Most installations are quick and require minimal disruption to our customers. We are currently working in designated areas and additional locations will be completed as the project moves forward. This AMR system is safe, secure, and meets all FCC standards. Please call OMU if you have any questions at 641.832.3731.

CREDIT FOR CONSERVING

If you are looking to stay cool this summer while also keeping your energy bills under control, there are several simple ways to improve the effectiveness and efficiency of your air conditioner. Even high-performing systems benefit from a little extra care and attention.

One of the easiest and most effective steps you can take is to replace or clean your air filters regularly. Keeping filters clean allows your system to maintain proper airflow and operate efficiently, and it is recommended that this be done every one to three months for best results. In addition, providing shade for your outdoor AC unit can make a noticeable difference. Units exposed to direct sunlight may use up to five percent more energy than those kept in shaded conditions. Keeping the area around your unit free of leaves, grass clippings, and debris is also important, as build-up can block airflow and cause the system to work harder and run longer than necessary.

To encourage these energy-saving practices, OMU is offering a \$20 credit on your utility bill when you schedule an air conditioning tune-up with a participating local contractor. Approved contractors include:

- Adams Plumbing and Heating 641.732.5623
- Allison Plumbing and Heating 641.732.4415
- Kenny's Services 641.832.2473
- Wright's Plumbing and Heating 641-732-5208

Qualifying for the credit is simple. After your central air conditioning tune-up is completed, your contractor will fill out the OMU checklist and submit it along with a copy of your tune-up bill. Once received, OMU will apply a \$20 credit directly to your electric account.

Taking a few proactive steps now can help you stay comfortable all summer long while saving energy and money at the same time.

OMU 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 telephonenumber 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 Cable Modem was installed, a battery backup was not installed. We do have battery backups that can be purchased that will run the entire Cable Modem for a minimum of 4 or 8 hours. 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. Battery backup ratings are at idle, and any calls or Internet usage made will drastically reduce this time, so it is recommended that during a power outage to only use your phone and/or internet as necessary. This battery will only provide power for the Internet side of the Cable Modem and the phone service side of the Cable modem (eMTA) if enabled. 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 on the Cable Modem. Lastly, please understand that any other equipment or device that is plugged into the same battery backup as the Cable Modem will drastically reduce the stated run time of the battery backup and adversely the Cable Modem/eMTA Telephone service.

Also, please keep in mind that we do have active equipment in the plant that requires power. All active equipment is equipped with its own batteries with a minimum runtime of 8 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 4 or 8 hours of idle time available for purchase. This battery backup will provide power for the Internet side of the ONT as well as the eMTA and phone service side. It 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. Lastly, please understand that any other equipment or device that is plugged into the same battery backup as the ONT will drastically reduce the stated run time of the battery backup and adversely the ONT/eMTA Telephone service.

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 (Mitchell) and 8 hours for all other Fiber Customers. This is generally enough time for power to be restored, or generation of power to be started.

TESTING AND MONITORING

OMU cannot monitor the status of the Battery Backups. 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 Battery Backup if the battery light is on solid green, the battery is operating normally and receiving power from the wall, if it is orange and beeping every 10 seconds, it is running off the battery and not receiving power from the wall. If it is red, then the battery backup has experienced a fault. In this case try to restart it, change outlets or remove devices from it as it may be overloaded. If this does not resolve the issue, please contact OMU. To test the battery manually, you can unplug the battery backup from the wall and attempt to continue to use the Internet and or make a test call. This would be a test of the Cable Modem and telephone service is applicable. It is important to note that only the outlets labeled as “Battery” will run the Cable Modem or ONT in the event of a power loss.

Battery Options

Cable Modem Options

All Cable Modems 4-hour standby time \$ 87.50
All Cable Modems 8-hour standby time \$ 193.75

Fiber ONT

Fiber ONT 4-hour standby time \$ 87.50
Fiber ONT 8-hour standby time \$ 193.75