



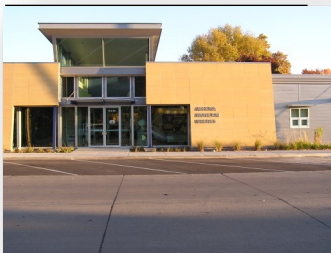
# THE WIRE

March 2019



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## AMU To Launch Dynamic TV

Algona Municipal Utilities will offer its new video service, Dynamic TV, this spring. Dynamic TV offers more channels, including HD programming and 51 digital music channels

with Expanded Basic and Ultimate packages.



Along with enhanced video quality, Dynamic TV offers Whole Home DVR service, where a customer can restart, pause, rewind, and fast forward live TV and record several hours of programming.

Dynamic TV also provides AMU Telephone customers with Caller ID on their TV screens when they receive a telephone call.

Each TV requires a box to receive Dynamic TV. The first box is included in the monthly subscription price. Additional boxes will cost \$5.00 per box, per month.

The first box will be hard-wired, while additional boxes will receive the signal wirelessly.

It will take over a year to transition current AMU Cable TV customers to Dynamic TV. AMU customer service representatives will contact cable TV customers

to schedule installation appointments when Dynamic TV is ready to come to their neighborhood. Stop by the AMU office today to witness the capability of Dynamic TV.

## AMU Water Rates To Be Adjusted

Safe, clean, abundant water that meets and exceeds all standards whenever you need it, that is the mission of the Algona Municipal Utilities (AMU) water utility. AMU will adjust water rates effective with the 1<sup>st</sup> Full Billing Cycle in May 2019, approximately May 10, 2019.

The rates reflect AMU's commitment to provide quality water through a

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**HBO CINEMAX**  
**Free Preview Event**  
**April 11th - 14th**

**GAME OF THRONES** **WARRIOR**

**HBO Will Be On Channel 20. Cinemax Will Be On Channel 21.**  
**The HBO Cinemax Networks In Digital Basic Will Also Be Available.**  
**This Free Preview May Contain R and Mature Rated Programs.**



April 18th is National Lineman Appreciation Day. If the power is on, thank a lineman. There are 115,000 linemen in the United States who service approximately 9 million miles of wire for 155 mil-

lion electric customers. Thank you AMU linemen - Rod Vitzthum (Department Supervisor), Dale Dornbier, Heath Vileta, Brian Hatten, Rod Johnson, Mike Strippling, and Nolyn Elliott.

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AMU To Adjust Water Rates**

well-maintained treatment and distribution system that requires maintenance, upgrades due to age, and increased demand for water and fire protection throughout Algona.

Major projects that are covered by the rates include the 2019 Main Street Water Main Improvements – Phase 2; the 2019 Finn Drive Loop Water Main extension; and the purchase of land for future water supply.

**2019 Water Rate Components**

**1. Customer Service Charge:**

This charge is based on the size of wa-

ter meter(s) at the customer location. The Customer Service Charge reflects costs associated with serving customers regardless



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**2. Metered Water Charge:**

This charge reflects the costs of owning

and operating the water system, which varies with the quantity of water produced **Infrastructure Reinvestment Fee (IRF)**. The IRF is a new fee in 2019 and will be used for new infrastructure or the replacement/renewal of old infrastructure nearing the end of its useful life.

The average residential customer using 800 cubic feet per month will see an increase of approximately \$4.65/month/meter for customers with a 5/8" x 3/4" water meter, and \$9.65/month/meter for customers with a 1" water meter. The impact on other customers depends on usage and the size of water meter.

**April 25th Is National Telephone Day**

April 25th is National Telephone Day. Alexander Graham Bell introduced the first version of a telephone in 1876. The telephone emerged as one of the most successful products ever.



AMU thanks our Communication Technicians - Lowell Roethler (Department Supervisor), Austin Zadow, Roger Simpson, Dan Smith, and Alex Friedrich - for their hard work in providing AMU Telephone, Internet, and Cable TV services to Algona.

If you're looking for reliable and affordable communications service for your home or office, contact Algona Municipal Utilities. Stop at our office at 104 West Call Street, or call us at 295-3584 for more information.

**AMU Remodels Main Office**

You may have noticed the AMU office has been in a state of disarray over the last couple of months. After 15 years of constant use, the office has undergone some renovations to better meet the needs of AMU's customers including a new front counter, along with a fresh coat of paint and new carpet. AMU customer service representatives for electric, water, and

communications services are now located in one area to provide more efficient service. The former communications offices are now offices for the accounting and GIS department. Several other AMU employees have been relocated to new offices within the building, so if you're looking for someone in particular, ask for the employee at the front counter.

**AMU Set To Launch New Channel 3 Weather**

At the end of 2018, the equipment and data feed that provided the local weather information and radar on AMU Cable TV channel 3 reached its end of life and was no longer supported by the company that provided it. New equipment has arrived and is being installed



to provide new and enhanced local weather information. This new service

will also be available on our new Dynamic TV channel 919. In the interim, AMU has used weather information and radar from Spencer. The Spencer weather info is only temporary until the new channel becomes operational. AMU appreciates the patience of its customers during this transition.



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