

# THE INNOVATOR

Denison Municipal Utilities

July, 2011

## CUSTOMER SATISFACTION SURVEY RESULTS

In March we randomly selected 736 customers to participate in our Customer Satisfaction Survey. Of the 185 responses 52% were female and 48% were male. This survey helps us focus on those areas where the customers feel improvements are needed and also highlights where the customers think we are doing a good job! Thanks to those customers who participated in the survey, here are some of the responses:

	<u>YES</u>	<u>NO</u>
◆ I feel that my billing questions and service requests are handled in a courteous manner.	92%	2%
◆ I am aware of the option of automatic payment of my utility bill from my checking account.	92%	6%
◆ DMU service policies and regulations are fair and reasonable.	81%	1%
◆ I feel that electric outages for reasons other than storms or fallen tree limbs are minimal.	97%	1%
◆ The response time for DMU crews in an electric outage are within expected time frames.	86%	1%
◆ The response time for DMU crews for a water main break are within expected time frames.	75%	3%
◆ Any interaction I've had with a DMU service person has been a positive experience.	92%	2%
◆ I think DMU has a good reputation for providing reliable service.	98%	1%
◆ DMU employees are professional and courteous	97%	1%
◆ I feel that DMU is doing an effective job of informing and motivating customers about programs and services	66%	18%
◆ I understand the advantages of having service through a public utility vs. a private utility	71%	19%

### NOTICE OF PROCEDURE FOR REQUESTING INFORMATION FROM OR REGISTERING COMPLAINTS WITH DENISON MUNICIPAL UTILITIES CONCERNING SERVICE DISCONNECTION, SAFETY OR RENEWABLE ENERGY

Persons desiring to request information from or register complaints with Denison Municipal Utilities Concerning Service Disconnection, Safety or Renewable Energy may do so by contacting:  
 Manager of  
 Customer Information  
 W. Broadway & 7th Street  
 712-263-4154

If your complaint is related to service disconnection, safety, or renewable energy, and we do not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling (515)725-7321, or toll-free (877)565-4450, by writing to 1375 E. Court Avenue, Room 69, Des Moines, Iowa 50319-0069, or by E-mail to [customer@iub.iowa.gov](mailto:customer@iub.iowa.gov)



### ADD A "PS" TO HELP A NEIGHBOR

PS

Project Share

Project Share is a plan created by your utility to assist needy households in paying their energy bills. You can add a regular PS contribution to your monthly utility payments or make a direct donation to Project Share. Your PS contribution is voluntary, flexible, and tax deductible. Just fill out this coupon and return it with your donation to Denison Municipal Utilities, P.O. Box 518, Denison, IA 51442

Dear DMU:

I'd like to help a neighbor in need with a contribution to Project Share.

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

Phone \_\_\_\_\_

I will contribute \$\_\_\_\_\_ per month to Project Share. I understand this amount will be added to my bill.

I have enclosed a \$\_\_\_\_\_ donation to Project Share.



Find us on  
Facebook

Denison Municipal Utilities  
P.O. Box 518  
Denison, Iowa 51442  
Phone: 712-263-4154  
Fax: 712-263-8767  
Email :  
cmengwasser@dmuonline.com



Community owned  
electric, water, & sewer

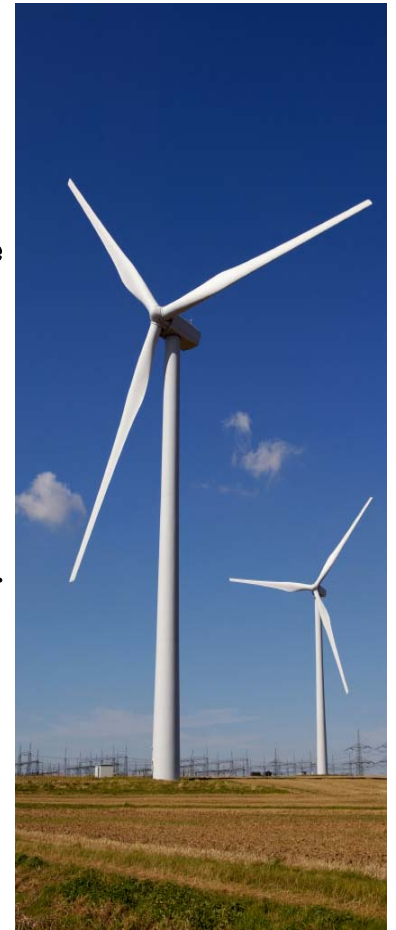


DENISON MUNICIPAL UTILITIES  
"Essentials For Life."

# RiverWinds

Now, you have the power to choose a pollution-free form of electricity — wind energy. Wind power is one of the most promising and cost-effective renewable energy technologies available today. You can purchase RiverWinds wind energy and help to improve our quality of life and preserve our precious natural resources for future generations. Wind power is sold in 100 kilowatt-hour blocks and the cost is \$2.00 per block. To sign up for RiverWinds simply stop at our office and fill out a form and we will add it to your monthly energy bill.

Good for the Air  
Good for the Earth  
Good for Our Lives



## SAVING ENERGY SAVING MONEY

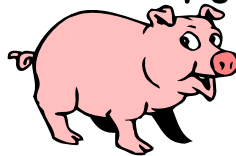


We have a new rebate for Ceiling Fans - \$25. ENERGY STAR ceiling fans are more than 50 percent more efficient than conventional fan/light units. Using an Energy Star lighting kit not only saves energy and money, but also means less frequent bulb changes.



www.dmuonline.com

Small little pig



## We pick up your old fridge or freezer You pick up \$\$\$

Huge energy hog



Fridge or Freezer = \$35 rebate  
Room AC = \$25 rebate

Chances are that old working refrigerator or freezer in your garage or basement is running up your electric bill. That's because they can use three times as much energy as newer ones. But now there's an easy solution. We'll pick up your older, working (cooling) appliance for FREE and you'll pick up a \$35 reward when you recycle it. Leave appliances plugged in for the recycler. Add a working room air conditioner and get an extra \$25. Participating is easy! Call Denison Municipal Utilities at 712-263-4154 to schedule your FREE pickup.



www.brightenergysolutions.com