



Navigating Financial Challenges: Utility Assistance Options

Life can throw unexpected challenges our way, and we understand that these events can make it incredibly difficult to stay current with your utility bills. Please know that we are here for you and are committed to supporting our customers during times of financial difficulty.

If you find yourself facing hardship, please remember:

The most important thing is to reach out to us right away—before you are faced with a service disconnection. Contacting our customer service team immediately allows us to work together. We will explore a variety of flexible payment arrangements and discuss any potential financial assistance programs that may be available to offer you the relief you need.

Below are a few local organizations that may be able to assist:



IMPACT Community Action Partnership

110 N. Howard St. Indianola, Iowa 50125

Phone: 515-518-4770

Website: impactcap.org/warren

Hours: Thursday & Friday 8:00-4:30

Closed 12:00 - 12:30 PM For Lunch



Warren County General Assistance

301 N Buxton Indianola, IA 50125

Phone: 515-690-9204

Email: ga@warrencountyia.org

Website: bit.ly/3PC1Fv4



WeLift Job Search Center

106 E 2nd Ave, Indianola, IA 50125

Phone: 515-962-5017

Email: weliftjobsearch@gmail.com

Website: weliftjobsearchcenter.org

Budget Billing

No More Fluctuating Utility Bills!

One predictable monthly payment, all year round.

Say goodbye to worrying about high bills in winter or summer. Budget Billing smooths things out by averaging your past year's usage and creating a consistent monthly payment amount.



Ready to sign up?

- You must have been billed at your current residence for at least one year.
- All bills and payments must be current.
- Automatic payment withdrawal from your checking or savings account is required.

Here's the process:

1. Sign up anytime! Just contact us.
2. On March 1st of each year:
 - We review your account.
 - Any remaining balance is added to your 1st March bill.
 - Any credit you have is applied to that same bill.
 - We estimate your upcoming year's usage based on the past year.
3. This estimated usage determines your new monthly payment amount for the next year. Enjoy predictable payments and peace of mind!

Don't wait - sign up for Budget Billing today!

About the Indianola Solar Project

- **Location:** The solar field sits on 25 acres of IMU-owned land next to the city's water department at 1602 S. K Street.
- **Power Size:** The system can produce 4.1 megawatts (MW) of electricity at peak output.
- **Annual Energy:** It will generate up to 6.5 million kilowatt-hours (kWh) of electricity every year — enough to power hundreds of homes.
- **Lower Costs:** This means IMU buys less power when prices are highest, helping keep electric rates more stable over time.
- **Grid Savings:** By producing local solar power, IMU can reduce its reliance on outside electricity:
 - Up to 10% less** grid power needed during summer peaks.
 - Up to 40% less** during winter.



CONTACT IMU

210 West 2nd Ave.
Indianola, IA 50125
(515) 961-9444
Mon-Fri 8:00 a.m. to 4:30 p.m.

IMU RESOURCES

Online bill pay: my.imufiber.com/ebill/login
Report outage: indianola.com/outages
IMU board meetings: youtube.com/@indianolamunicipalutilities
Work for IMU: indianola.com/careers