

Storm Prep: Beyond the Flashlights

When the clouds darken, most reach for the batteries. But true readiness means thinking about your power and your connection before the first gust hits.



1.

The 20-Foot Generator Rule Portable generators are lifesavers, but they can be deadly if used indoors.

Keep it Outside: Always run your generator at least 20 feet away from windows, doors, and vents. Never use one in a garage or basement—even with the door open.

Fuel Wisely: Let the engine cool for 15 minutes before refueling. Spilling gas on a hot engine is a fire risk you don't want during a storm.

2.

Prep Your Tech: Your phone is a lifeline for emergency alerts & updates.

Charge the "Banks": Charge all portable power banks and external batteries now. These are much safer and easier for charging phones than running a generator.

Lower Your Load: If the power goes out, put your phone in "Low Power Mode" and dim the screen to stretch those last few percentage points.

Save the important numbers in your phone to report outages: During business hours: Call IMU at 515-961-9444, select option 2.

After 4:30 pm: please call the Indianola Police Department at 961-9400

Quick Safety Tip:

Never "backfeed" by plugging your generator into a wall outlet. This sends power back onto the lines, creating a fatal hazard for our lineworkers. Always plug appliances directly into the generator using heavy-duty extension cords.

Billing Update

Starting July 1, a 2% service fee will apply to all credit card payments.

This change helps cover rising processing costs and ensures we can maintain the high level of service you expect.

Avoid the fee by switching to ACH!

ACH payments offer:

1. No service fees.
2. Reliable, automated processing.
3. Secure bank-to-bank transfers.



Review your payment details by visiting our website at indianola.com, scanning the QR code with your smartphone or calling 515-961-9444 during regular business hours.



Project Share

To enroll in the Project Share program, please scan this code or fill out the form below, and mail it to our Customer Service Center.



If you need assistance with Project Share enrollment, cancellation or additional information, please contact customer service at 515-961-9444 or visit the Customer Service Center at 210 West 2nd Ave.

Together, We Can Keep Our Community Warm.

This is a voluntary program, created to assist needy households in paying their winter energy bills. You can help by adding a regular Project Share (PS) contribution to your monthly utility payment, or by making a direct donation to Project Share. These funds will then be distributed to neighbors in need for winter energy costs. Those qualifying for help will be carefully identified by an area social service agency. A local committee will oversee Project Share to guarantee all contributions will be handled equitably and efficiently.

Mail Project Share Enrollment Form To: Indianola Municipal Utilities, 210 W 2nd Avenue, Indianola, Iowa 50125

<input type="text"/>	<input type="text"/>
Full Name	IMU Account Number <i>*(optional)*</i>
<input type="text"/>	<input type="text"/>
Phone	Email
<input type="text"/>	<input type="text"/>
Address	City
<input type="checkbox"/> I will contribute \$ _____ per month to Project Share. <i>*I understand this amount will be billed to me monthly*</i>	
<input type="checkbox"/> I have enclosed a \$ _____ donation to Project Share.	

Sewer Reduction Meters

Save money on your sewer bill with a temporary or permanent meter!

Temporary meters: These are available upon request from IMU and hook up directly to your outdoor water line. They track how much water you use for large events, like filling a pool, and that amount is then deducted from your sewage bill since it doesn't enter the sewer system.

Permanent irrigation meters: Thinking about regularly watering a big garden? Consider installing one of these inside your home. They measure all your outdoor water use so you only pay for what goes down the drain.

Ready to save? Call the IMU CSR office at 515-961-9444 Option 2 to check on meter availability.

Cost of Sewer
Reduction Meter: **\$40**
for 2 weeks

Cost of
Water Only
Meter: **\$650**
+ \$50 Installation Fee
Cost could vary per size of water meter



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