

OCTOBER 2025

# UTILIPEDIA

## MUC MONTHLY NEWS

**Welcome Back! MUC Holdings LLC is excited to share that we have a new phone number! You can now reach our team 24/7 at 843-758-5732.**

### INSIDE THIS ISSUE

#### Page 1:

- **Backflow Prevention**
- **Waste Billing**
- **Bridging the Gap**

#### Page 2:

- **Connectivity**
- **Quick Reads**

#### Page 3: The Fun Side

- **Trivia**
- **Wordle**

## Why Backflow Prevention Matters

Backflow happens when water reverses direction and flows from a building back into the public supply. This can occur if water pressure suddenly drops or if equipment like sprinklers or boilers forces water backward. The danger is that fertilizers, chemicals, or bacteria can be pulled into the drinking water system, creating serious health and safety risks.

To prevent this, utilities require backflow prevention devices – and many mandate yearly testing to ensure they work properly. For businesses, staying compliant isn't just about avoiding fines; it's about protecting employees, customers, and the community while keeping service reliable.

The bottom line: backflow prevention is a small safeguard with a big impact on water safety.



## Waste Bills, Without the Waste of Time

Paying and tracking waste invoices often feels like more trouble than it's worth. Complex billing structures, confusing service codes, and ever-changing charges make it hard to know if you're paying accurately. On top of that, usage details are often buried, leaving you without a clear picture of how much waste you're generating or what services you're truly using.

MUC takes these pains away by capturing usage data directly from vendor invoices, validating charges, and organizing everything into clear, consistent reports. With simplified payments and accurate, transparent usage tracking, MUC helps you move from reactive bill-paying to proactive waste management by saving time, reducing frustration, and giving you confidence in the numbers.

## Bridging The Gap Between Operations and Finance

Your utility bills are more than just numbers. They paint a detailed picture of how your business consumes energy, water, and gas. With Much Data, our new Power BI AI analytics platform, you can go beyond monthly totals to see extensive data analytics and uncover hidden cost drivers. Our highly customizable Much Data platform makes it easy to spot inefficiencies, including short-term spikes that increase peak demand charges, equipment running unnecessarily during off-hours, zero usage meters, and leaks or inefficiencies in water or gas usage.

By leveraging these insights, you can optimize operations, reduce costs, and improve sustainability, while planning for seasonal changes, energy supply disruptions, and long-term budgeting.

See below for information to sign up for a training session and learn how to make the most of Much Data.



# Connectivity Challenges

Cell phones and telecommunications services are the backbone of modern business. From enabling real-time communication with clients and employees to supporting critical tools like email, messaging platforms, and cloud applications, reliable telecom connectivity is essential for day-to-day operations. However, with multiple carriers, varying plan types, and countless invoices coming in each month, businesses often find themselves buried in administrative work. Tracking usage, reconciling charges, and ensuring services align with company needs can become a time-consuming, error-prone task that distracts from focusing on growth and core business priorities.

By streamlining telecom services and consolidating payments, MUC eliminates the headaches of managing multiple invoices and service providers. Instead of juggling accounts and chasing down billing discrepancies, businesses can rely on MUC to oversee their telecom ecosystem efficiently. With simplified processes, transparent reporting, and expert management, companies save time, reduce costs, and ensure they're always getting the most out of their telecom investments—all while keeping their teams seamlessly connected.



## QUICK READS

### RISING UTILITY COSTS

In the first half of 2025, U.S. utilities requested or secured a record \$29 billion in rate increases—more than double the amount from the same period in 2024. Rising electricity demand, aging infrastructure, and inflation are driving higher costs for businesses and consumers alike. The growth of AI data centers is adding significant load to the grid, further impacting utility rates. As utilities invest in grid modernization and cleaner energy, regulators face growing pressure to balance infrastructure improvements with affordability.

### MUC TRAINING

MUC will continue to host MUCH Data Power BI trainings in the coming weeks. These sessions are designed to help you better understand and utilize MUCH Data, ensuring you have the tools and knowledge to get the most value from it.

If you'd like to participate, please reach out to Client Relations to schedule your training session. We look forward to working with you!

### SMART METERING

Smart metering is the use of advanced digital meters that record electricity, water, or gas usage in real time and communicate that data to utilities. These meters replace traditional analog meters, enabling a two-way flow of information between customers and utility providers. Key benefits of smart metering include accurate and timely data, enhanced customer engagement, fast outage detection and response, demand response and load management, and operational efficiency.



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# The Fun Side

We work hard at MUC and take utilities seriously. We also like to have fun!  
This page is dedicated to the fun side of MUC!

## EMPLOYEE OF THE MONTH



### Andrew Krueger

Andrew has demonstrated his strong skillset since he joined MUC last October. His attention to detail, thorough communication, and desire to learn quickly led him to the finance role as an AP Specialist. He continues to exceed expectations in this role while paying hundreds of bills each month, approving batches, and finance tracker reviews. He truly embodies the core values of MUC and we are lucky to have him on the team!

## TRIVIA AND GAMES

### Wordle

Do you Wordle?

[Click here to play Wordle!](#)

Email the 5 letter answer to [mucclientrelations@muc-corp.com](mailto:mucclientrelations@muc-corp.com) for a chance at winning a Starbucks Ecard!



### TRIVIA

What's added to natural gas to make leaks detectable by smell?

- A. Sulfur
- B. Ethanol
- C. Mercaptan
- D. Methanol

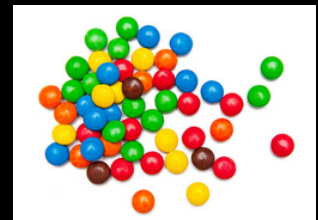


Answer: C. Mercaptan - it smells like rotten eggs and it's what keeps us safe!

### TOP FIVE

Spooky season is upon us! These are the top five most popular Halloween candies.

1. Reese's Peanut Butter Cups
2. M&M's
3. Skittles
4. Snickers
5. Starburst



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