

IMU Administrative Offices & Customer Service Center

INDIANOLA MUNICIPAL UTILITIES

IMU

Electric • Telecommunications • Water

WE ARE MOVING at the end of the year to
210 West 2nd Avenue • Indianola

WE'RE MAKING SOME CHANGES

- ➔ We will have additional walk up stations to help customers with all their utility and telecommunication needs. This will include signing up for utilities, paying bills, billing questions, and more.
- ➔ As our telecommunication utility continues to ramp up, we will have a demonstration area to showcase our products and services.
- ➔ We have upgraded our system technologies and software to become more efficient and to better serve our customers.
- ➔ We will continue to have two drop boxes for payments. The current drive-up drop box will be moving to our new location. A second drop box will be located within a brick column at the entrance.
- ➔ There will be a multi-purpose room for training, meetings, etc. It will ensure our employees get training as our new products and services continue to launch and improve.



We are excited to share IMU Administrative Offices and our Customer Service Center will be moving to a new location. The newly remodeled facility will allow us to better serve our residents and customers.

We are currently located at 110 North 1st Street (City Hall).

Our **NEW** facility will be located at **210 West 2nd Avenue**.

WITH MORE TO COME

- We will be adding the IMU logo alongside the City's on all utility bills.
- We will update the return address on bills to reflect the IMU post office box number.
- In the near future we will be hanging posters on doors and bulletin boards, placing notes on bills, social media, etc. regarding the progress of our move.

We apologize for any confusion while we move, and we look forward to better serving our community and customers in our new location.