

STEER CLEAR OF POWER LINES

A monthly publication for members of Heartland Power Cooperative | May 2020

Heartland Power's Commitment to Safety During COVID-19 Pandemic

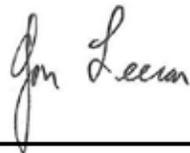
A Note from CEO/General Manager, Jon Leerar

At Heartland Power, we continue to take extra precautionary measures to ensure the safety of our members and employees as we navigate through the COVID-19 pandemic. At the time of this writing, the office lobbies are closed but employees are available to assist members. If you need assistance, please call the office so we can determine the best and safest way to do so.

Personal protective equipment, including masks and gloves, are available to employees and additional sanitizing is being done on a regular basis in the offices and vehicles. As employees continue to work, we ask that for everyone's safety to please keep your distance. We will post updates on our website and on social media as protective measures can change at any time given the current environment and recommendations.

We understand that members may be impacted financially by the pandemic. If you have concerns about paying your bill, please call us to make arrangements. If you are compelled to help neighbors in need, please consider a tax-deductible donation to customer contribution funds like the RECare Program. You can pledge a monthly donation amount or make a one-time contribution. Your support will help those in need in your local community. Call us or visit our website at www.heartlandpower.com to learn more.

Please know that we are committed to you now and always, to provide safe, reliable, and affordable power.



HPC Directors Achieve Board Leadership Credentials



Two Directors from Heartland Power Cooperative, recently received the Board Leadership Certificate from the National Rural Electric Cooperative Association (NRECA).

The NRECA Board Leadership Certificate (BLC) recognizes individuals who continue their professional development after becoming a Credentialed Cooperative Director (CCD). Directors who have attained the BLC have completed 10 credits in advanced, issues-oriented courses.

Achieving recognition are Vince Morishe, District 7 Director and Mark Kingland, District 3 Director. Congratulations to these two and thank you for investing in the future of our members and Heartland Power Cooperative.

ALSO IN THIS ISSUE



Unclaimed Capital Credits | p 2
See if you or someone you know has unclaimed Capital Credit funds.



Services Available to Members | p 3
Have you signed up for SmartHub? Do you know about Homeward loans? Learn more inside.



Call Before You Dig | p 4
Planting trees or working on an outdoor project? Find 5 easy steps for Safe Digging all year long.

MONTHLY CO-OP QUIZ

\$25 Bill Credit Winner

Congratulations Clare Ward of Charles City!

Last Month's Answer

Members noted if they knew any of this year's scholarship recipients!

This Month's Question:

When planning an outdoor project, how many days in advance should you allow to locate any underground utilities before you dig?

Quiz Guidelines

Each member who sends in the correct answer by the 20th of the month will be entered in a drawing for a \$25 bill credit.

Mail or email quiz answers to energy@heartlandpower.com.

Unclaimed Capital Credits

As of April 2020, the following members have not cashed their capital credit retirement check from November 2019. Please cash these checks or contact the cooperative if you need it to be reissued.

STEVE DAVIDSON	CEDAR HILLS FARM	MIKE NELSON	JULAINE SCHIMMEL
ROBERT HARRINGA	DENNIS KRONEMAN	MERLE L ZEISSET	BRUCE MEINDERS
MIKE MATHIS	CEDAR VALLEY STATE BANK	DENNIS KRUSE	MICHAEL GARCIA
JESSE BOSMA	CEDAR RIVER RAILROAD	DAVID LARSON	MARTY SAXTON
ITC HOLDINGS CORP.	MAURICE JUENGER	HALEY PARKER	JIM RODBERG
JOHN FREUND	KRANINGER FARM	BERNEICE BRANSTAD	GARY KOBRIGER
RUSSELL FINCH	PAUL HUISMAN	DEAN W MORRIS	DUANE NELSON
ROLLAND CHURCH	MICHAEL ADAMS	JOAN HARANG	RONALD E MAIN
KARL KIRCHGATTER	CORAL L JOHNSON	DOROTHY E CHRISTIANSON	TRENT SMIDT
HUBERT DIETERICH	KARL KNOKE	ALVIN TWEETEN	HARRIET GRANER
DONNA BENSEND	JENNIFER KRACHMER	KERMIT GRUNHOVD	KURT MITTHUN
MELVIN DUENOW	CATHY LINDERMAN	HAROLD ARTHUR	ROBERT STANGEL
KENNETH D BAUER	ALAN R SPRUNG	RICHARD HARANG	KIRK WINTER
SARA GRIMM	GARY DIETERICH	PAUL BREKKE	HANS BENDICKSON
FRANK WALK	WILLIAM FISER	DOROTHY SIMONS	JOANNE TUCKER
TILDA G WESEMAN	HAPPY PORK INC	MABEL E PETERSON	JANE THORSON
RUTH HOCKENS	R/S CONSULTANTS	DONNA MILLER	TONY BOECKHOLT
DEAN T BUCKNELL	CHARLES BUCHDA	GERALD SCHERB	MARK RIECK
LOIS N MEYER	DOUG ORTMAYER	MICHAEL CHRISTIANSON	BRENT NISSEN
DARLENE M TROUSDALE	JERRY FLICK	LYLE E HANNA	ANNETTE WILLIAMS
KENNETH HOFFMAN	KERRY MURRAY	FARMERS COOP	MARRICE NEWKIRK
GAIL BAUER	IVAN DALRYMPLE	DALE GOOD	
RALPH H MC CARTNEY	BRODY M BOSS	TIM WURTZEL	
CARPENTER POST OFFICE	JAMES N HURST	ROBERT STORBY	

Shop Online With ElectricSense

Is it time for an energy-efficient upgrade? Heartland Power Cooperative has joined eight other electric cooperatives in Iowa, Minnesota and Wisconsin to offer ElectricSense – an online store that will deliver energy-efficient products right to your door.

ElectricSense was designed with member convenience in mind. Many of the products are eligible for Heartland Power's incentive program. In addition to free shipping on all orders over \$25, the prices listed on qualifying products are discounted to reflect available incentives. By having some of the products available on the ElectricSense Online Store already part of our incentive program, it saves members and Cooperative employees time, which is valuable.

As the year goes on, members should watch for monthly promotions and special pricing on certain items. Products with incentive pricing included online are a variety of LED bulbs, water conservation resources and advanced power strips. This year's expanded inventory of energy-saving items do not currently qualify for an incentive, but Heartland Power wants to be a trusted resource for purchasing these products: smart thermostats, smart sockets and smart LED bulbs.

Members with smartphones will be able to download a corresponding app to remotely control these items from their phones, as well as set up timers and schedules for devices. Added features within the smartphone applications will help guide members to making wise energy-efficient decisions, which can help save money.

To shop and view informational related to these new products, **visit the ElectricSense Online Store at <https://electricsense.amcgmarketplace.com>**. To make a purchase, a member must create an account and identify as a Heartland Power Cooperative member; the store accepts VISA, MasterCard, American Express, Discover and PayPal.



**MOVE OVER
SLOW DOWN**

Heartland Power's Privacy Policy

At Heartland Power Cooperative, confidentiality is very important to us. As we continue to improve and expand our services and deliver channels, we recognize our customers' needs and desire to preserve their privacy and confidentiality. Heartland Power Cooperative recognizes the trust you have placed in us and are committed to safe-guarding the privacy of our customers' information. The following policy affirms our continued commitment to preserving customer confidentiality.

The Information We Collect

We receive and retain information about our customers through many sources:

- information we receive from you on applications or other forms
- information about your transactions with us, our affiliates, or others, and
- information we receive from a consumer reporting agency.

The Way We Use Information

We limit the use and collection of non-public personal information to that which is necessary to maintain and administer financial services. We do not share this information with outside parties unless:

- The information is provided to help complete a customer initiated transaction such as credit reporting agencies, document processing companies, etc.
- The disclosure is required by law (e.g. subpoena, investigation of fraudulent activity, etc.) or
- The disclosure is required by banking regulation (e.g. Fair Lending Reporting Act, Home Mortgage Disclosure Act.) When customer information is provided to any of the third parties mentioned above, that third party must agree to adhere to privacy principles that provide for keeping such information confidential.

Limiting Employee Access to Information

Heartland Power Cooperative limits employee access to customer information to those with a business reason for knowing such information. All of our employees are educated on the importance of confidentiality and customer privacy. Any employee that violates the financial privacy of our customers will be subject to appropriate disciplinary measures and possible termination.

Protection of Information via Established Security Procedures

To prevent unauthorized access, maintain data accuracy and ensure the correct use of information, we have put in place appropriate physical electronic and managerial procedures to safe-guard and secure the information.

Maintaining Accurate Information

We have established procedures so that our customers' financial information is accurate, current and complete in accordance with reasonable commercial standards. Heartland Power Cooperative will respond to requests to correct inaccurate information in a timely manner. At Heartland Power Cooperative, we value our customer's relationships. We want you to understand how we use the information you provide and our commitment to ensuring your personal privacy. If you have any questions about how Heartland Power protects your information, please contact us at 641-584-2251 or email energy@heartlandpower.com.

Interested in solar?

Ask us about the many renewable energy options available through the cooperative.



Heartland Power Community Solar
HASSLE-FREE | LOW COST | NO MAINTENANCE
www.heartlandpower.com/communitysolar

Iowa Choice Renewables
FOR ON-SITE INSTALLATIONS | ENERGY EXPERTS
www.iowachoice Renewables.com

SERVICES AVAILABLE TO COOPERATIVE MEMBERS



SmartHub provides members free, online access to their electric account and usage. View daily and monthly electric usage, make payments, and access payment history. Sign up online.



Join our **Security Light Maintenance Program** for \$3.00 per month to receive all security light repairs and upgrades at no additional charge.



Load Management decreases cooperative costs by reducing capacity during peak demand. Participating in load management is easy and no hassle to the member.



Our **electric heat rate** is 6.4¢/kwh Sept. - May and 9.4¢/kwh June through August. Our general electric rate is 9.6¢/kwh Sept. - May and 11.6¢/kwh June - August.



Energy-efficiency improvement loans are available through **Homeward Inc.** Visit www.homewardiowa.com or call 515-532-6477.

Our offices will be closed

**Monday,
May 25th**

in observance of
Memorial Day

Providing members with safe, reliable, affordable electricity and enhancing the quality of life for members and their local communities.

GENERAL INFORMATION

Office Hours 7:00 a.m. - 3:30 p.m. M-F
Office: 641.584.2251
Toll Free: 800.349.2832

Thompson 216 Jackson St | P.O. Box 65
Thompson, IA 50478

St. Ansgar 110 Industrial Park Dr. | P.O. Box 70
St. Ansgar, IA 50472

Outage Reporting Thompson 641.584.2200
St. Ansgar 641.713.4646
System Wide 888.417.3007

Digging & Line Location Call 811

Website www.heartlandpower.com
Email energy@heartlandpower.com
Facebook facebook.com/heartlandpower
Instagram instagram.com/heartlandpower/

CEO/GENERAL MANAGER Jon Leerar

BOARD OF DIRECTORS

Richard Rosenberg, *President* 641.736.2378
Don Knudtson, *Vice President* 641.590.1416
Mark Kingland,
Treasurer & DPC Director 641.590.4400
Vince Morische, *Secretary* 641.732.4076
Gary Pearson,
Asst. Secretary-Treasurer 641.420.2990
Roger Tjarks, *Director* 515.341.5444
Roger Solomonson,
IAEC Director 641.590.0049
Tricia Jaeger, *Director* 641.330.6903

The Trading Place

Any Heartland Power member or employee may submit ads free of charge. The members' name, account number and phone number are required for all ads. Ads will be printed for one month only. We will only accept two ads per member per month. No ads will be taken over the phone. Heartland Power reserves the right to reject ads.

Please mail your ad to our office or email energy@heartlandpower.com.
Deadline is the 20th of the month prior to publication.

FOR SALE: 2019 Case SV280 skid loader; 160 hrs \$35K. ALSO 2017 Case SV185; 304 hrs \$29,500. Both have cab & AC and are absolutely like new. Delivery available. 641.330.5714

FOR SALE: John Deere 694AN planter. Not used for more than thirty years but complete except for the hydraulic ram. \$250. Located near Lake Mills. 641.568.3571

FOR SALE: 2007 8 ft Sunlite Slide-in pickup Camper. Always stored inside. \$4,000. Call 641.565.3736

FOR SALE: New, well built wooden chicken equipment. Call Steve 641.713.4795 | St. Ansgar

- Starter & grower feed trays - \$6-\$8 each
- Feeders on legs: 3-4 ft long - \$22 each
- 2 Hole nest - \$30 each
- 1 Hole nest - \$22 each
- 3 Hole nest - \$45 each
- 4 Hole nest - \$50 each

FOR SALE: Goldendoodle puppies. Family raised. Shots, wormed, vet checked. Ready May 21st. Call 641.982.4866

FOR SALE: 2009 Honda Rebel-Blue, Low Miles, hardly ridden, great starter bike. \$1,000 or best offer. Floyd. Call or text 641.330.2291

FOR SALE: 2009 Wildwood LE 29' bumper hitch, power jack, 2 slide-outs, dual entry doors, sleeps 7, front bedroom, rear room with bunks, new water heater, lots of storage, excellent condition, has always been stored inside. \$9,500. Come check it out. 641.220.4028

WANTED: Two 12' static dusters (poly wool), good condition 641.220.6309

FOR SALE: 500 gal. Hardi Sprayer, has large pump & tall tires. Also has foam marker and 60' hand fold boom. Call 641.420.0070

COVID-19 HEARTLAND POWER

For the most up-to-date information

Like us on Facebook | Follow us on Twitter
Follow us on Instagram

Visit us at www.heartlandpower.com

5 STEPS FOR SAFE DIGGING

Working on an outdoor project? Always call 8-1-1 first, because you never know what's below. Here are five easy steps for safe digging:

Source: call811.com

1. NOTIFY

Call 8-1-1 or make a request online two to three days before you start.



2. WAIT

Wait two to three days for a response to your request. Affected utilities will send a locator to mark any underground utility lines.



3. CONFIRM

Confirm that all affected utilities have responded by comparing the markers to the list of utilities the 8-1-1 call center notified.



4. RESPECT

Respect the markers provided by the affected utilities. They are your guide for the duration of your project.



5. DIG CAREFULLY

If you can't avoid digging near the markers (within 18-24 inches on all sides, depending on state laws), consider moving your project.

