



Then. Now. Always.

We're Proud to Power Your Life!

#PowerOn

A monthly publication for members of Heartland Power Cooperative | **October 2020**

October is National Co-op Month

As an electric cooperative, *our top priority is always to provide reliable, affordable energy to you*, the consumer-members we serve. Because we are a co-op, our mission is to enrich the lives of our members and serve the long-term interests of our local community—and this mission has never been more critical than in recent months.

October is National Co-op Month, and electric cooperatives across the country are highlighting the many ways we “Power On.” Keeping this theme in mind, we recognize the essential role we play in serving a special community like ours.

Who would have fathomed in March, that the COVID-19 virus would amount to a test of our community and our nation? The changing circumstances due to the pandemic have created both challenges and opportuni-

ties. Over the past several months, we’ve all been challenged to operate differently, and Heartland Power has stepped up to help our members and strengthen the safety net for our more vulnerable neighbors.

As an essential service, and to ensure reliability of your power supply, we modified our operations to safeguard business continuity. Our line crews and other employees mitigated strategies to ensure social distancing. Some staff worked remotely. In the office, we limited and modified meetings and gatherings to allow for safe separation. We also adjusted our walk-in office availability and in-person service calls to ensure the health and safety of our employees and our valued members. For the health and safety of everyone, we think these measures were the prudent course of action for the times.

For our members impacted by COVID-19 who needed help with their electric bills, we waived late fees and worked with those hardest hit to make special payment arrangements.

We tell you about all of these efforts not to boast about Heartland Power, but to explain how much we care about this community—because we live here too.

We’ve seen other local businesses rising to meet similar challenges during this time, because that’s what communities do. While the challenges caused by COVID-19 have been daunting, I’m heartened to see how everyone is pulling together.

Heartland Power Cooperative was built by the community to serve the community, and that’s what we’ll continue to do – *Power On.*

LOOKING FOR THE TRADING PLACE ADS? With the updated newsletter format the trading place ads are now located on the **back of your bill!** *If your account is past due then you will find the Customer Rights & Responsibilities instead, however you can also find the trading place ads on our website at www.heartlandpower.com/tradingplace*



MAKE TIME FOR SAFETY

LOOK UP AND LOOK OUT FOR POWERLINES. ALWAYS USE A SPOTTER.



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. - 5:00 p.m. M-Th

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

Twitter twitter.com/heartland_power

Instagram instagram.com/heartland_power/

CEO/GENERAL MANAGER Jon Leerar

BOARD OF DIRECTORS

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Roger Solomonson,

IAEC Director 641.590.0049

Roger Tjarks, *Director* 515.341.5444

Tricia Jaeger, *Director* 641.330.6903

MONTHLY CO-OP QUIZ

\$25 Bill Credit Winner
Kevin Koster of St. Ansgar

This Month's Question
Where can you find the Trading Place Ads?

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.

2020-2021 IOWA HOME ENERGY ASSISTANCE PROGRAM

ATTENTION: RESIDENTIAL CUSTOMERS NEED HELP WITH YOUR HEATING BILL?

The 2020-2021 Low-Income Energy Assistance Program (LIHEAP) has been established to help qualify low-income Iowa homeowners and renters pay for a portion of their primary heating costs for the winter heating season.

The assistance is based on household income, household size, type of fuel, and type of housing.

If you are not sure where to apply, please visit <https://humanrights.iowa.gov/dcaa/where-apply> to contact your local community action agency, or write to:

LIHEAP
Iowa Department of Human Rights, Capitol Complex,
Des Moines, IA 50319



NORTH IOWA COMMUNITY ACTION ORGANIZATION ENERGY ASSISTANCE PROGRAM 2020-2021

REQUIREMENTS FOR SERVICE	ANNUAL HOUSEHOLD INCOME GUIDELINES												
<p>Proof of income – all income must be from the same time period.</p> <ul style="list-style-type: none"> Most recent 30 days of income or most recent federal income tax return. Include check stubs, award letters from social security, etc. FIP / child support / pension / dividends / all other income sources. <p>Social security number verification Names & dates of birth for all household members Most recent heat & electric bill</p>	<table border="1"> <tr> <td>1 Household Member</td> <td>\$ 22,330</td> </tr> <tr> <td>2 Household Members</td> <td>\$ 30,170</td> </tr> <tr> <td>3 Household Members</td> <td>\$ 38,010</td> </tr> <tr> <td>4 Household Members</td> <td>\$ 45,850</td> </tr> <tr> <td>5 Household Members</td> <td>\$ 53,690</td> </tr> <tr> <td>6 Household Members</td> <td>\$ 61,530</td> </tr> </table> <p>PRINTABLE APPLICATIONS AVAILABLE ON OUR WEBSITE AT: www.nicao-online.org Apply online at https://portal.liheapia.net/</p>	1 Household Member	\$ 22,330	2 Household Members	\$ 30,170	3 Household Members	\$ 38,010	4 Household Members	\$ 45,850	5 Household Members	\$ 53,690	6 Household Members	\$ 61,530
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→ **OCTOBER 1, 2020 FOR SENIORS 60+ AND/OR DISABLED PERSONS** ←

NOVEMBER 1, 2020 FOR ALL OTHER ELIGIBLE HOUSEHOLDS

Due to Covid-19, we are taking steps to make sure we can continue to serve households and maintain the health and safety of our staff and community. Because this is a continuously evolving issue, the following is effective until further notice.

- 1) The in-person requirement has been waived. Applications are accepted by mail, email, online, or by telephone. Completed applications can be emailed to energy@nicao-online.org.

(Closed on Major Holidays)

COUNTY AND SERVICE DAYS	ADDRESS	PHONE
BUTLER Monday, Tuesday, Thursday & Friday	Outreach Office 219 N. Mather St. – Clarksville, IA 50619	319-278-4606
CERRO GORDO Monday thru Friday	Family Resource Center 100 1 st St NW Suite 140 – Mason City, IA 50401	641-423-7766 800-873-1899
FLOYD Monday thru Friday	Outreach Office 404 N Jackson – Charles City, IA 50616	641-228-2893
FRANKLIN Wednesday	Outreach Office 123 – 1st Ave. SW – Hampton, IA 50441	641-456-3431
HANCOCK	Call the Winnebago County Outreach Office	641-585-5863
KOSSUTH Thursday	Outreach Office 117 East Call St. – Algona, IA 50511	515-295-2531
MITCHELL	Call the Floyd County Outreach Office	641-228-2893
WINNEBAGO Monday, Tuesday, Wednesday & Friday	Outreach Office 135 School St. – Forest City, IA 50436	641-585-5863
WORTH	Call the Floyd County Outreach Office	641-228-2893

This program is not designed to pay a household's total energy costs. The program will provide supplemental assistance based on several factors. Those factors include total household income, household size, dwelling type, and type of heating fuel, among others. DEADLINE TO APPLY IS April 30, 2021.

