



MAKE SURE YOU'RE READY WHEN MOTHER NATURE STRIKES

A monthly publication for members of Heartland Power Cooperative | January 2021

Let's Connect in the New Year!

When we say that we live in a “connected” world, most of us think about technology, like our smart phones and other devices and gadgets. But when you're a member of an electric cooperative, there's so much more to being part of our connected co-op community.

As a member of Heartland Power Cooperative, you help to power good in our local community through initiatives like Operation Round Up, food and toy drives and other initiatives that help the most vulnerable in our community.

We depend on you because you power our success, and when Heartland Power does well, the community thrives because we're all connected.

We greatly value our connection to you, the members we serve. And we'd like to help you maximize the value you can get from Heartland Power through a variety of programs, products and services that we offer our members. For example, we can help you find ways to save money on your energy bill through the online Touchstone Energy: Home Energy Adventure (*visit adventure.touchstoneenergy.com*) and with rebates on energy-star appliances. When you download our SmartHub app, you can monitor and manage your home energy use, pay your bill online and access a menu of additional options for potential

savings and more.

When you follow Heartland Power on social media, you can stay up to date on power restoration efforts, tree trimming planning, director elections, giveaways and more. By connecting with us, you can get real-time updates from your cooperative. That's why we want to make sure we have your most current contact information on hand. If we can't connect with you on these platforms or in person, you could miss out on potential savings or important information.

Heartland Power relies on data for nearly every aspect of our operations, and up-to-date contact information from our members helps ensure that we can provide the highest level of service that you expect and deserve. Whether we have a planned outage to make you aware of, or a specific safety

concern to bring to your attention, it is vital that we can reach you if ever the need arises. So please, if you recently had a change in contact information, give us a call or update your info via SmartHub. If you believe your information is already up-to-date, consider adding an e-mail address or additional phone number. If we need to get in touch with you, the more options, the better.

Heartland Power Cooperative exists to serve our members, and when we're better connected to you and our local community, we're better prepared to answer the call.

We hope you will connect with us whenever and wherever you can!

What is SmartHub?

SmartHub is a FREE tool that provides convenient account access on your computer, tablet, or smart phone.

- ✓ Easily make payments, access payment history, print statements, and sign up for automated payment.
- ✓ View daily, monthly, and average energy use.
- ✓ Update account information. Set text or email notifications for energy use or account and billing information.

ATTENTION HIGH SCHOOL SENIORS:

Heartland Power is awarding **TEN - \$500 scholarships** to area high school seniors whose parents/guardians are Heartland Power members. **Learn more on our website at www.heartlandpower.com/scholarships**
SCHOLARSHIP APPLICATIONS DUE FEB. 3, 2021

Heartland

POWER COOPERATIVE

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

Secure Payment Phone Line 833.890.4830
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 Tjarks, *Director* 515.341.5444
Tricia Jaeger, *Director* 641.330.6903

MONTHLY CO-OP QUIZ

\$25 Bill Credit Winner
Melinda Enabnit of Charles City

This Month's Question
Simply let us know your contact information to ensure it is up to date!

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.**

Neighbors Helping Neighbors

ReCare provides community action agencies with funds to help low-income families pay their winter heating bills and energy assistance, as well as help our member-consumers with weatherization activities.

Through the ReCare Plan, you may make a one-time contribution or a monthly pledge that will automatically be added to your monthly electric bill. If you would like to help, simply fill out the consumer authorization form and return it with your next bill payment.

ReCare Consumer Authorization Form

I want to be a part of members helping members and contribute to ReCare!

Monthly Pledge: _____ \$1 _____ \$2 _____ \$5 Other _____
(I understand this amount will be automatically added to my monthly electric bill.)

One-time contribution \$ _____
(Checks should be made out to ReCare, %Heartland Power Cooperative)

Name: _____

Address: _____

City: _____ **State:** _____ **Zip:** _____

Billing Number: _____

Please Return To: **Heartland Power** **Heartland Power**
 PO Box 65 **PO Box 70**
 Thompson, IA 50478 **St. Ansgar, IA 50472**

FEELING CHILLED? HEAT your SPACE safely



Before you dust off your space heater and plug it in, consider that most home heating fire deaths (86%) involve space heaters, according to the National Fire Protection Association (NFPA). In fact, heating equipment is the second-leading cause of U.S. home fires (cooking is the leading cause).

More than half of the heating-related home fires start when flammable items are too close to the heat source, according to the NFPA. Those items include upholstered furniture, clothing, a mattress or bedding.

Nearly half of all home heating fires occur in December, January and February.

Learn more at SafeElectricity.org



Here are some space heater safety tips:

- Only use them as the manufacturer recommends
- Do not leave them unattended
- Give them space: remove any flammable items within 3 feet
- Plug them directly into outlets; don't use an extension cord
- Consider using a dedicated circuit to avoid overload
- Keep children and pets away from space heaters at all times
- Turn them off before you leave the room or go to sleep