

8 NEWS & VIEWS

A monthly publication for members of Heartland Power Cooperative | June 2023



Join Us on July 31st to Celebrate **YOU** at the Annual Member Appreciation!

We are thankful for our members! Please make plans to swing by our Heartland Power office in Thompson between 4-7pm on Monday, July 31st for the Annual Member Appreciation! We will have a free meal, bucket truck rides, and a variety of other activities and giveaways. It is certain to be fun for the entire family. We will have more details in our July newsletter and watch for updates on our website and Facebook page!

Jim Foos Hangs Up His Lineman Gear for the Last Time

After over 33 years at Heartland Power Cooperative, Jim Foos is hanging up his lineman gear for the last time. Jim joined Heartland Power Cooperative, then Winnebago REC, in 1990 and worked his way through the on the job training apprenticeship earning his Journeyman Lineman title. Jim has been an integral part of the cooperative line crew and his contributions will always be valued and remembered. We all enjoyed his sense of humor and quick wit throughout the years.

The Heartland Power Cooperative family wants to wish Jim the sincerest thanks for his hard work and dedicated service to the HPC membership and wish him the very best in his retirement!



MONTHLY CO-OP QUIZ

\$25 Bill Credit Winner:
Congratulations to Kaitlyn Nolt
of Alta Vista!

Last Month's Answer:
Nominations are accepted the
month of June.

This Month's Question:
Will you plan on Attending
the Annual Summer
Member Appreciation on
July 31st in Thompson?

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.*

REMINDER:

The Summer electric rate is
11.6 cents/kWh during the
summer months of
June, July, and August.

Grid Reliability Update

While nationwide reliability reports are mixed, locally Dairyland Power is poised to fulfill members' electricity needs



Jon Leerar,
CEO/General Manager

At this time last year, there were real concerns about the reliability of the electric grid across the country. Recent reports from the Midcontinent Independent System Operator (MISO) and North American Electric Reliability Corporation (NERC) have mixed reviews for grid reliability this summer.

Both entities report MISO has adequate power resources to meet typical summer peak demand, but wind energy production will be key to meeting extra energy requirements. Although MISO has an elevated risk of not meeting power needs during times of peak demand, that is a level below the "high risk" category the region was in last summer. MISO and NERC's slightly improved outlooks are due to a combination of lower demand, delayed power plant retirements and a neighboring grid operator offering their excess power to MISO during peak energy demand times.

Aggressive decarbonization goals have caused concern for MISO, NERC and utilities in recent years. Most new construction of generation resources has been renewables, such as solar and wind, which are limited due to fuel source (*the sun doesn't shine at night and the wind doesn't always blow*). The intermittent nature of wind and solar means they cannot be relied upon at all times of the day. When baseload power plants retire (*such as coal*), that foundation of electricity reliability cracks.

Our power provider, Dairyland Power Cooperative, initiated a planned outage at their John P. Madgett Generating Station in Alma, Wis., from April through mid-June. Part of the outage included an entire overhaul of its generating turbine, as well as improvements to precipitator equipment that will more than double the amount of fly ash able to be collected. Dairyland markets the fly ash for beneficial reuse, where it is recycled as a highly valued additive to cement and concrete applications. JPM is expected to be online, providing reliable power for our region during critical summer days.

"While an improvement over last year, the summer outlook is not perfect. We are confident in Dairyland's ability to provide members with the electricity they need this summer due to our robust generation portfolio and power purchase agreements to cover members' forecasted needs, with a surplus," said Dairyland President and CEO Brent Ridge. "Dairyland will continue to advocate for the Cardinal-Hickory Creek transmission line to support the flow of renewable energy from the west and maximize renewable energy generation. We will also work for common-sense permitting reform that allows for robust review of new projects in a more efficient timeline to avoid major delays that negatively affect members and electricity reliability."

HEARTLAND POWER COOPERATIVE OFFICES WILL BE CLOSED

— **Tuesday, July 4th** —

in Observance of Independence Day. Have A Safe & Happy Holiday!

What is the Power Cost Adjustment (PCA) on my Bill?

You have likely noticed credits on your electric bill over the last few months. These credits are Power Cost Adjustments (PCAs). With the rising cost of just about everything else these days, these have been a welcome relief.

Heartland Power Cooperative purchases electricity each month from Dairyland Power Cooperative at a wholesale cost to meet the needs of our members. The cost of wholesale power is a significant expense of providing electric service to the homes and businesses we serve locally.

When the costs of providing power are significantly more or less than anticipated, our wholesale power provider, Dairyland Power Cooperative, passes the difference to Heartland Power Cooperative, and the charge or credit is then passed on to members.

Having the PCA benefits members by covering monthly power cost fluctuations without having to continually restructure electricity rates.

UNDERSTANDING THE POWER COST ADJUSTMENT

Several factors can impact wholesale power costs including fuel prices, transmission availability and simply supply and demand.

The wholesale energy market is volatile. Fuel prices, either higher or lower than anticipated, can impact power costs. For example, natural gas prices spiked in 2022 and coal prices were also high which resulted in a PCA charge in September.

Transmission lines that move renewable energy from where it is generated to where it is needed can become congested. This raises energy market prices.

In the fall and spring, electricity needed by consumers is less and power plants use this time to conduct much needed maintenance before winter and summer peak seasons. These scheduled outages for maintenance lower the power supply, which can also put upward pressure on the energy market based on supply and demand. Increased demand is also why prices increase during the summer months of June, July and August.

WE ARE HERE TO HELP. Contact us if you have questions about your bill or ways to save energy.



Karrie Pringnitz,
*Director of Finance
and Administration*

YOU CAN HELP MANAGE POWER COSTS

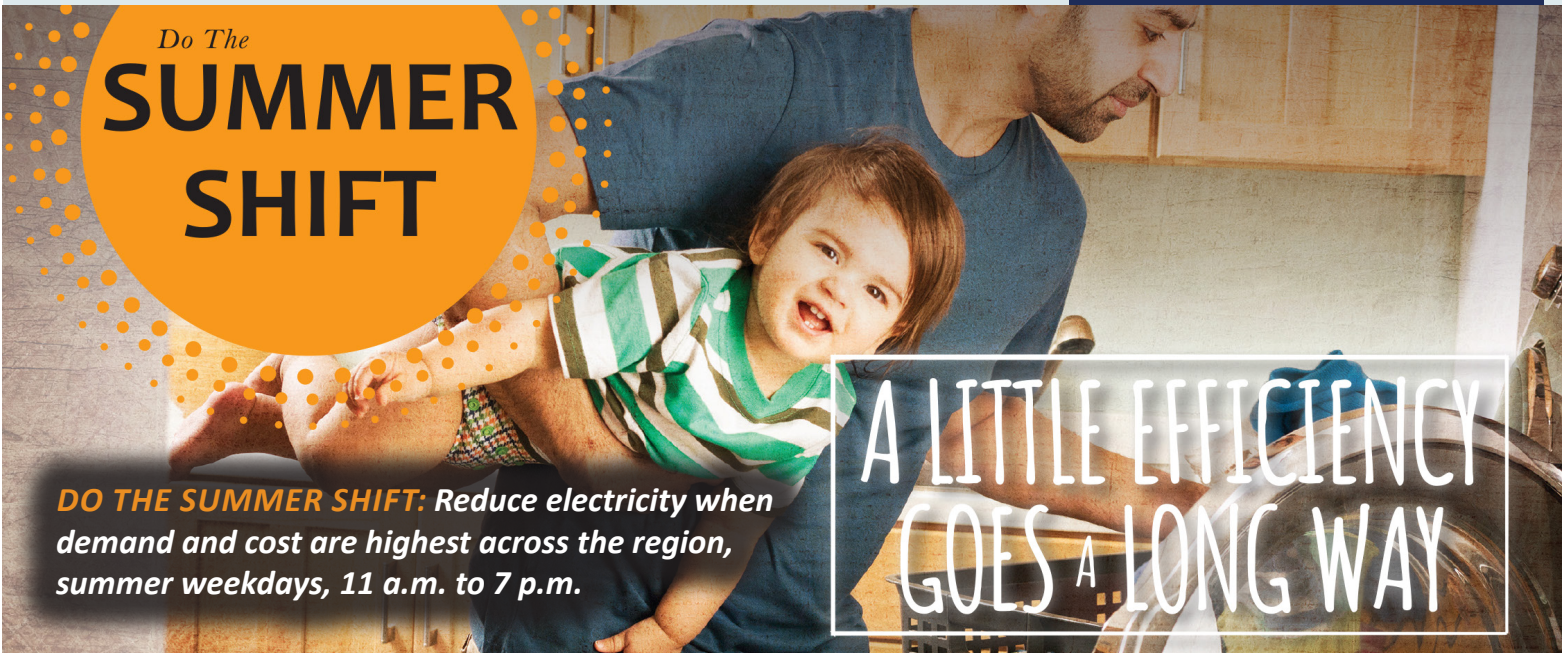
EVERY LITTLE BIT HELPS!

- Reduce electricity during peak periods.
- Raise your thermostat 4 degrees in the summer, lower it in the winter.
- Wash laundry and dishes before or after peak periods.
- Shut off lights and electronics when not in use.
- Use grill or microwave for cooking, instead of oven and stove in the summer.
- Avoid running your well during peak times.
- Check for air leaks and caulk around doors and windows

Do The
**SUMMER
SHIFT**

DO THE SUMMER SHIFT: Reduce electricity when demand and cost are highest across the region, summer weekdays, 11 a.m. to 7 p.m.

A LITTLE EFFICIENCY
GOES A LONG WAY

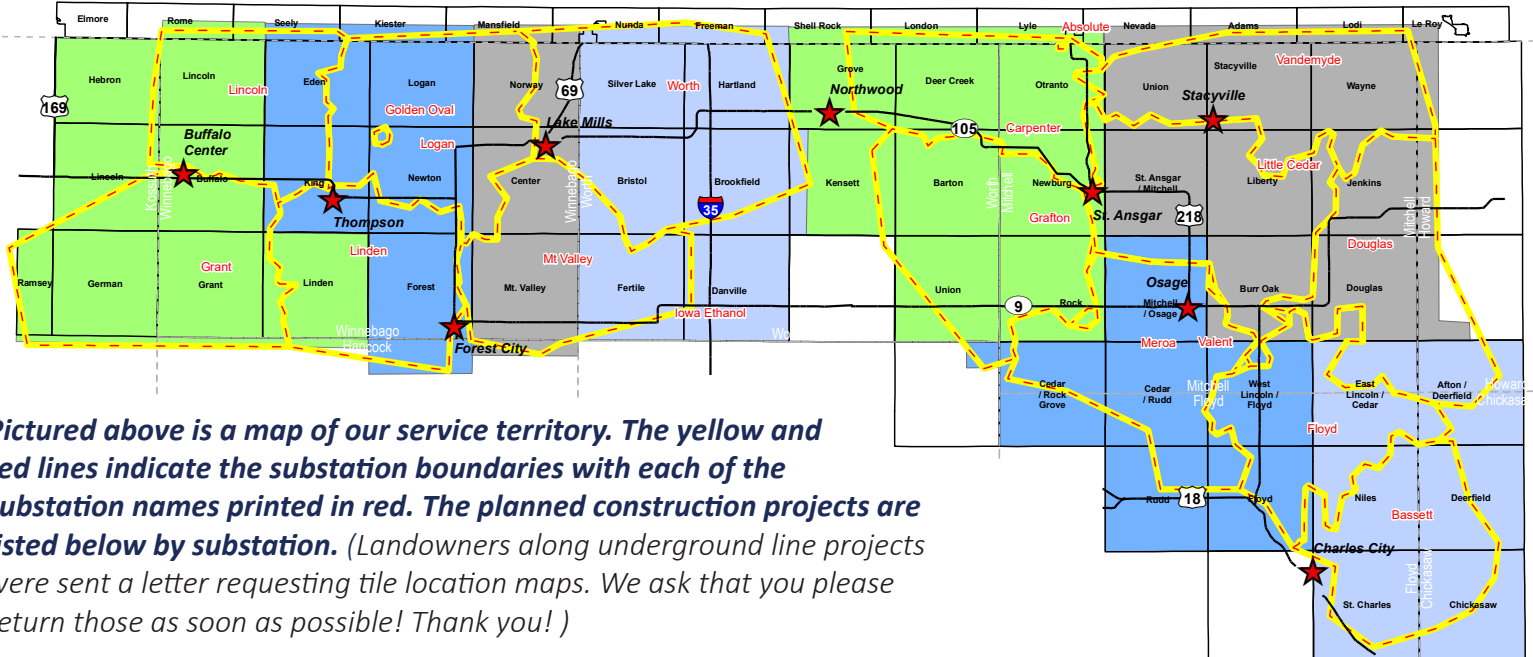


Summer Construction Projects Planned

Summer construction season is in full swing and that stands true for our line crews at Heartland Power as well. Our summer construction planned projects include rebuilding 29 miles of 3-phase into underground line and 20 miles of overhead line with the potential for additional construction projects to take place as time and budget allows. These 49 miles of line improvements will enhance the coops ability to provide safe, reliable service and continue to do so for years to come.



Dave Low,
Director of Operations



Pictured above is a map of our service territory. The yellow and red lines indicate the substation boundaries with each of the substation names printed in red. The planned construction projects are listed below by substation. (Landowners along underground line projects were sent a letter requesting tile location maps. We ask that you please return those as soon as possible! Thank you!)

OVERHEAD PROJECTS

Logan Sub - 4.7 miles
Carpenter Sub - 5.2 miles
Grant Sub - 5.3 miles
Bassett Sub - 2.3 miles
Grafton Sub - 2.5

UNDERGROUND PROJECTS

Grafton Sub - 5 miles
Worth Sub - 3 miles
Lincoln Sub - 2 miles
Grant Sub - 2 miles
Linden Sub - 3.5 miles
Logan Sub - 4 miles
Douglas Sub - 9.5 miles

WE SELL GENERATORS!

While we do our best to keep the lights on, consider purchasing a standby generator to keep the lights on, even when Mother nature has other plans.

BENEFITS OF INSTALLING A STANDBY GENERATOR

- Instant power generation
- Keeps the important appliances running
- Your plumbing is protected
- Protects your electronics
- Peace of mind knowing you will always have power!



YOU. POWERED.

If a standby generator is the next step in protecting your home or business, give us a call! We sell Briggs & Stratton generators and are glad to help guide you through proper sizing and a safe interconnection with the electrical grid.

Preparing to Serve You Better

Providing reliable power to you is and will always be top priority for Heartland Power Cooperative.

As the energy industry continues to transition and more segments of the economy are becoming electrified, such as vehicles, machinery and even lawn equipment, additional pressures are being placed on our nation's electric grid.

With summer storm season upon us, it is a good time to tell you about a few measures we're taking to ensure you continue receiving the reliable power you depend on and deserve.

While trees provide shade and add beauty to our area, you may be surprised to learn that overgrown vegetation accounts for about half of all power outages.

That's why we strive to keep the co-op's power lines clear in right-of-way (ROW) areas. A ROW area is the land a co-op uses to construct, maintain, replace or repair underground and overhead power lines. This ROW enables Heartland Power to provide clearance from trees and other obstructions that could hinder distribution power lines. The overall

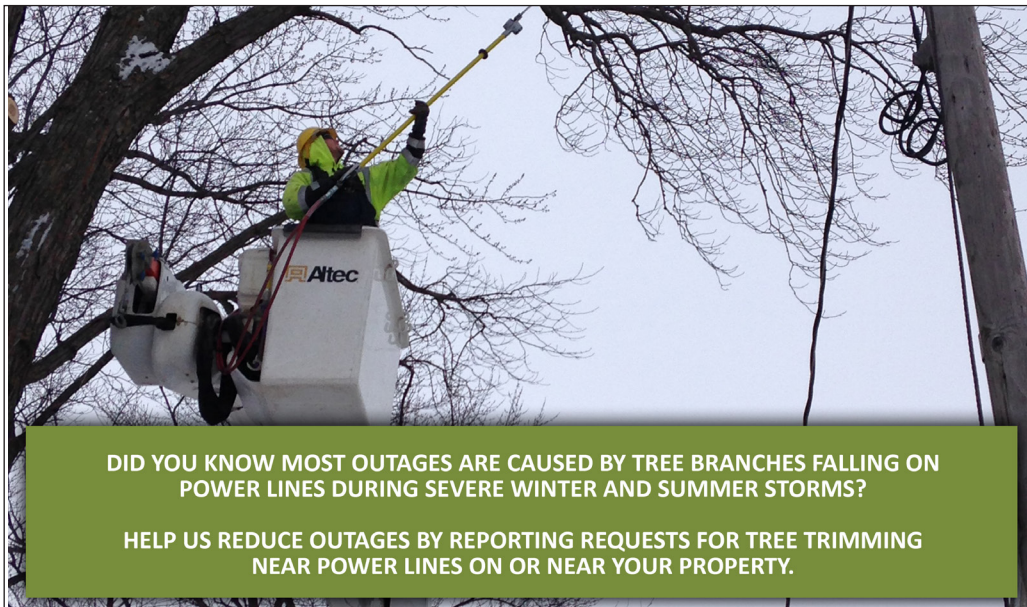
goal of our vegetation management strategy is to provide reliable power to our members while maintaining the beauty of our area.

Generally speaking, healthy trees don't fall on power lines, and clear lines don't cause problems. Proactive trimming and pruning keep lines clear to improve power reliability.

Although it may seem counterintuitive, we also maintain power reliability

through planned, controlled outages. By carefully cutting power to one part of our local area for a few hours, Heartland Power can perform system repairs and upgrades, which ultimately improves electric service.

Rest assured, we will always notify you in advance of a planned outage, so make sure we have your correct contact information on file.



DID YOU KNOW MOST OUTAGES ARE CAUSED BY TREE BRANCHES FALLING ON POWER LINES DURING SEVERE WINTER AND SUMMER STORMS?

HELP US REDUCE OUTAGES BY REPORTING REQUESTS FOR TREE TRIMMING NEAR POWER LINES ON OR NEAR YOUR PROPERTY.

Notice of Change in Payment Remittance Address

In a continued effort to better serve you, please note that effective with the billing in June, Heartland Power's remittance payment address will change to the St. Ansgar office address:

Heartland Power Cooperative
PO Box 70
St. Ansgar, IA 50472

To ensure that your payments continue to be properly credited to your account, please return your payment with the remittance stub from your statement and mail in the return envelope enclosed with your bill. If you need to mail your payment without the return envelope, please be sure to use the St. Ansgar remittance address at left.

As a reminder, and for your security, credit card payments are only accepted online at www.heartlandpower.com, via the SmartHub App or through our automated secure payment phone line at 833.890.4830.

If you have any questions please feel free to contact us at 641.584.2251.

Co-op Kitchen

reader recipes



Flavorful Pork Loin

Members with their recipe published in the newsletter will receive a \$5 bill credit. For September's recipes send in your favorite no oven required recipes. These can be mailed to our office or emailed to us at energy@heartlandpower.com by August 20th.

Pulled Pork for Sandwiches

Submitted by Karen Horst, St. Ansgar

- 1 - 10 pounds boneless pork loin
- 1 T. salt
- pepper to taste
- 1 tsp. garlic powder
- 3-4 tsp. soy sauce
- 1-2 Cups water

To bake pork loin, place in roaster pan and add remaining ingredients above. Place in the oven overnight at 250 degrees. When cool cut up and pull apart. In a separate bowl, mix together BBQ sauce ingredients below and then add to the pulled pork. Serve on sandwich buns when hot.

BBQ Sauce for Pulled Pork

- | | |
|--------------------|---------------------|
| 4 Cups ketchup | 1 tsp. onion powder |
| 2 Cups brown sugar | 4 tsp. dry mustard |
| 2 Cups water | |

Crockpot Pulled Pork

Submitted by Laura Schmitz, Ionia

- 3-4 lbs. boneless pork loin, sliced into 1" thick slices
- 2 large onions, sliced
- 1 Cup ginger ale
- 1 tsp. Cookies Flavor Enhancer
- 1 (8 oz.) bottle of Cookies Sweet Hickory BBQ sauce

Season pork with flavor enhancer. Place one sliced onion on the bottom of the crock pot and then add pork. Cover and cook on low for 8 hours (*high for 4 hours*) or until the internal temperature reaches 145 degrees F. Remove pork. Strain and save onions. Discard all liquid. Shred pork with two forks and return pork and onions to the crockpot. Add BBQ sauce and continue to cook on low for 2 more hours. Serve on buns. *Freezes well.*

**Nominate a volunteer in June
and they could win \$2,500
for their local charity!**

Contest entries accepted at
IowaShineTheLight.com



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 delivery 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.



www.iowaOneCall.com

Notify Iowa One Call by calling 811 or making an on-line request 2-3 days before you dig. You'll provide information about where you are planning to dig and what type of work you will be doing. A locator will be sent on behalf of each affected utility company to mark the approximate location of your underground utility lines. Remember, any privately-owned lines installed beyond the meter are the homeowner's responsibility.

Annual Complaint Procedure Notice

If you have a complaint with your Touchstone Energy Cooperative, please call or write to Heartland Power Cooperative Office, Attention: Jon Leerar, P.O. Box 65, Thompson, IA 50478.

If your complaint is related to service disconnection, safety or engineering standards, or renewable energy and Heartland Power Cooperative does not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling (515) 725-7300, or toll-free 1-877-565-4450, by writing to 1375 E. Court Avenue, Des Moines, IA 50319-0069, or by email to customer@iub.iowa.gov.



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

Don Knudtson, *President* 641.590.1416
Mark Kingland, *Vice-President*
& *DPC Director* 641.590.4400
Vince Morische, *Secretary* 641.732.4076
Tricia Jaeger, *Treasurer* 641.330.6903
Gary Pearson
Asst. Secretary-Treasurer 641.420.2990
Roger Solomonson,
IAEC Director 641.590.0049
Roger Tjarks, *Director* 515.341.5444
Michael Cole, *Director* 641.512.1474



2023 ENERGY EFFICIENCY & CONSERVATION INCENTIVES	
REBATE FORM	
Return completed form and required paperwork to Heartland Power Cooperative PO Box 70 St. Ansgar, IA 50472 or email to energy@heartlandpower.com	
MEMBER NAME: _____	EMAIL: _____
ADDRESS: _____	ACCOUNT NUMBER: _____
CITY: _____ STATE: _____ ZIP: _____	DATE: _____ PHONE: _____
INCENTIVE USED FOR: <input type="checkbox"/> RESIDENCE <input type="checkbox"/> FARM <input type="checkbox"/> COMMERCIAL <input type="checkbox"/> INDUSTRIAL/GOVERNMENT <input type="checkbox"/> OTHER _____	
GENERAL REBATE INFORMATION	
<ul style="list-style-type: none">• Submit rebate form, copy of your invoice including brand & model #, and blue Energy Star label if applicable.• Rebates are in place through December 31, 2023 or until funds are depleted.• Rebate application form and copy of receipt must be submitted within 3 months of purchase/installation and no later than January 4, 2024.• Rebate cannot exceed purchase cost.	
CUSTOM REBATES	
<p>Please Note: Commercial and agricultural customers that install certain types of energy saving equipment and/or incorporate energy efficiency measures may qualify for custom rebates. New and existing facilities are eligible. Please contact us for details.</p>	
HOUSEHOLD APPLIANCES PLEASE INCLUDE A COPY OF YOUR INVOICE & ENERGY STAR LABEL	
<ul style="list-style-type: none"><input type="checkbox"/> Clothes Dryer (\$25 each) Must be Energy Star & must be electric Model # _____<input type="checkbox"/> Clothes Washer (\$25 each) Must be Energy Star Model # _____<input type="checkbox"/> Dishwasher (\$25 each) Must be Energy Star Model # _____<input type="checkbox"/> Refrigerator (\$25 each) Must be Energy Star and 10 cubic ft. or greater Model # _____<input type="checkbox"/> Dehumidifier (\$25 each) Must be Energy Star Model # _____<input type="checkbox"/> Inductive Range (\$25 each) Model # _____<input type="checkbox"/> Freezer (\$25 each) Must be Energy Star and 10 cubic ft. or greater Model # _____<input type="checkbox"/> Recycling - Freezer (\$50 each) Must be working appliance<input type="checkbox"/> Recycling - Refrigerator (\$50 each) Must be working appliance<input type="checkbox"/> Recycling - Room Air Conditioner (\$50 each) Must be working appliance	
TOTAL APPLIANCE REBATE REQUEST \$ _____	
WATER HEATING PLEASE INCLUDE A COPY OF YOUR INVOICE	
<p>Electric water heater must have energy factor (EF) indicated below. Water heater must be controlled by the cooperative's load control program. Rebate cannot exceed purchase and installation or repair costs. Submit rebate form with a copy of your invoice/receipt showing the efficiency or repair. Tankless water heaters NOT included.</p>	
<ul style="list-style-type: none"><input type="checkbox"/> 50-74 Gallon: E.F. 0.88 or above (\$250/unit) EF: _____ Gallons: _____<input type="checkbox"/> 75-99 Gallon: E.F. 0.88 or above (\$500/unit) EF: _____ Gallons: _____<input type="checkbox"/> 100+ Gallon Capacity: E.F. 0.88 or above (\$500/unit) EF: _____ Gallons: _____<input type="checkbox"/> Heat Pump Water Heater - Load control not required (\$500/unit)<input type="checkbox"/> Solar Storage Water Heaters w/ Electric Back-Up (\$500/unit)<input type="checkbox"/> Water Heater Repair (\$75/repair)	
TOTAL WATER HEATING REBATE REQUEST \$ _____	
LIGHTING PLEASE INCLUDE A COPY OF YOUR INVOICE	
<ul style="list-style-type: none"><input type="checkbox"/> LED Bulbs (\$0.50/Bulb) 9 bulb min. Quantity: _____ x \$0.50/Bulb = _____<input type="checkbox"/> LED Exit Signs (\$5/sign) Quantity: _____ x \$5/sign = _____<input type="checkbox"/> Occupancy Sensor (\$5/each) Quantity: _____ x \$5/Sensor = _____<input type="checkbox"/> LED Fixture (\$0.50/800 lumens) Non-Residential only Lumens: _____ x \$0.50/800 Lumens = _____	
TOTAL LIGHTING REBATE REQUEST \$ _____	
WINDOWS PLEASE INCLUDE A COPY OF YOUR INVOICE	
<p>Existing heating source must be heat pump or electric. Qualifying windows must be a minimum of 8 square feet. Window must be Energy Star rated. (U-factor of .35 or less) Maximum of \$150 rebate per member.</p>	
x \$15 per opening = TOTAL WINDOW REBATE REQUEST \$ _____	

CHECK FOR REBATES...

Are you making improvements to your home or business this summer? Check to see if your purchases qualify for a rebate from Heartland Power Cooperative!

We offer rebates on a variety of energy efficiency improvements including: appliances, appliance recycling, water heaters, lighting, windows, heating and cooling, motors, energy audits, water conservation, and a variety of agricultural equipment. Rebate forms are located on our website at www.heartlandpower.com.