

Happy Holidays

Heartland Power will be closed Monday, December 24th and Tuesday, December 25th for the Christmas holiday. Our office will also be closed Tuesday, January 1st for New Years. Merry Christmas and Happy New Year from all of us at Heartland Power Cooperative!

A monthly publication for members of Heartland Power Cooperative | December 2018

Looking Back on 2018

Another year serving you



Jon Leerar,
CEO/General Manager

We're here again: closing the books on another year. As 2018 comes to a close, I'd like to take a moment to briefly look back on the year soon behind us.



TAYLOR BRUGGEMAN

This has been a hard year for our cooperative family. We lost a family member here at the cooperative, who brought life to each moment and laughter to our days.

Time will never heal the hole left in our hearts after losing Taylor Bruggeman, but the memories we shared and the legacy he's left behind has changed us each for the better.

Reliability: Heartland line crews have replaced over 15 miles of overhead line and 4.5 miles of underground line this year. Crews have also invested significant time installing underground crossings for area transmission and windmill projects

totaling 26 crossings to date.

Our tree contractors continue to work on the Bassett Sub and should finish in the next couple weeks. We have also inspected nearly 4,000 poles for decay or damage. These continued infrastructure improvements enhance our system reliability, promote safety, and reduce outage times, especially during the winter.

The Cooperative Difference: Last month, Heartland Power returned over \$500,000 in capital credits to members. Since our inception in 1998, over \$9.3 Million in capital credits and \$1.5 Million in special refunds has been returned to the

membership. We're proud to hold the cooperative business model - returning excess margins to you, not a handful of business investors.

St. Ansgar Office Building: After much consideration over the past couple years, the Heartland Power Cooperative Board of Directors decided to purchase another building in St. Ansgar to serve as our office and warehouse, better suiting the needs of the cooperative and its members.

Renovations to the building are finishing up and we plan to be moved in by January 1st.

View a map of the new location on p. 8.

ALSO IN THIS ISSUE



Attention High School Students | p 2

Scholarship opportunities for seniors and Youth Tour information for sophomores and juniors.



How Your Change Has Changed Lives | p 4

Thanks to your generosity, our Operation Round-Up program has donated over \$20,000 this year.



Map Of St. Ansgar Office Location | p 4

Find a map indicating the new location of our St. Ansgar office and warehouse.

MONTHLY CO-OP QUIZ



\$25 Bill Credit Winner

Karen Shearman of Ionia

Last Month's Answer

As a cooperative we return excess margins to you, our members!

This Month's Question

When are scholarship applications due?

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 energy quiz answers to energy@heartlandpower.com.

SCHOLARSHIPS AVAILABLE

Heartland Power is pleased to again provide a \$500 scholarship to a high school student from each community school district in our service area. The scholarship is open to any high school senior student in our service area. Parents do not have to be cooperative members. Home schooled students' applications will be included with the high school district in which their residence is located.

All entries must reach a Heartland Power office no later than February 1, 2019. Applications can be found on our website www.heartlandpower.com or through your school guidance counselor

REBATES DUE DECEMBER 31

If you have purchased and installed energy efficient equipment recently, make sure to check if it qualifies for a rebate from Heartland Power! Rebate forms can be found on our website at www.heartlandpower.com Please contact us with questions or to receive a physical copy in the mail. Rebate forms, invoices, and any necessary Energy Star labels must be submitted to Heartland Power by December 31, 2018.



APPLY FOR YOUTH TOUR

Heartland Power Cooperative is once again sponsoring two high school sophomores or juniors in our service area to attend the annual Youth Tour June 14-20, 2019. Youth Tour is a week-long, all-expense-paid trip to Washington, D.C. where students can learn more about electric cooperatives, government, and American history. Eligible students must have parents/guardians who are Heartland Power members.

www.heartlandpower.com/youthtour



Mike Holstad,
Director of System Planning

Saying Farewell

Remembering nearly four decades of change and memories

The Greek philosopher Heraclitus is remembered for writing that “change is the only constant in life”. Many centuries have passed since he made the comment but the comment is even more valid in our times than it was in his.

I have witnessed a lot of change during my 37+ years with the electric cooperative. Linework that was done with climbers and hand tools when I started is typically completed with lift trucks and power tools today. Our “technology” was predominantly electro-magnetic or mechanical in nature, most of which has been superseded by some form of digital technology today. The digital age introduced technological possibilities that rapidly expanded our ability to gather, process and disseminate information in ways that help us to perform our work better, safer, and faster.

The mechanical meters that our members read monthly and sent the reading to the coop on a post card for the next month’s billing have now evolved to digital meters that send energy use information in 15-minute increments to the cooperative, where the data is processed for billing and operations use and also displayed on a member portal so our members can directly access their energy use data, in 15 minute increments, in near real time. The month or more lag in the process has collapsed to a matter of minutes. The meters can even report loss of power and power restoration to the outage management systems in our office automatically.

It has been both challenging and enjoyable to be a part of the team that has led the cooperative through the digital revolution to achieve the integrated data systems that we utilize today to serve our member’s energy information requirements. But through the immense magnitude of change in the technologies that we use to perform our work, one thing has remained unchanged, and that is the commitment of the cooperative people to responsibly serve our members. The commitment to serving our members becomes so deeply embedded in the cooperative people that it becomes second nature to us. In cases like mine, with nearly four decades of coop service, it

really becomes first nature!

The commitment to our members is the key element that differentiates the electric cooperatives from all other utilities. Early in my career, my former partner on the line crew told me that most people believe that utilities exist to sell energy to consumers, but the cooperative is different. He explained that our mission was to serve our members energy needs to the very best of our abilities, and if we delivered exceptional service, the electric energy would sell itself. The people were the priority rather than the product. I have carried his philosophy throughout my career and am convinced that he was correct.

Now it is my time to navigate another change, the transition from the cooperative career into retirement for 2019, but as I exit active duty in the cooperative ranks, I take with me countless memories of so many great people that I have had the privilege of working with, in our membership and in the extended cooperative family.

I’ll be taking the memories and relationships with me as I depart. Thanks for the opportunity to be a member of the cooperative family. It truly is all about the people relationships!

JOIN US FOR A

Retirement Party

celebrating Mike Holstad

Friday, January 4, 2019
1:00 pm - 3:00 pm

Come & Go Party
Appetizers and refreshments will be served.

Heartland Power Office
216 Jackson St. | Thompson, IA

Disconnected Service/ Idle Service Policy

Services may be temporarily disconnected at a member's request, however if the member requests the service be reconnected within the next 15 months, they will be charged the minimum bill service charge for the months the service was disconnected and a \$60 reconnect fee.

Services that are not connected at the end of the calendar year will be notified as they must pay a \$48 fee to have Heartland Power maintain the service in a state of readiness for the next calendar year. If the service is reconnected during the year, the member will receive a \$4 credit on their bill for each month that service is active for the year. If the member elects not to pay the idle service charge, Heartland Power may remove the service at any time. Once the service line has been removed, removal costs and construction costs to rebuild the service line may be charged to the member to reinstall the service.

operation ROUND-UP

How your change has changed lives this year.



Karrie Pringnitz,
Director of Finance and Administration

Operation Round-Up funds are generated through a voluntary rounding up of cooperative members' electric bills to the nearest dollar. This change is used to assist worthy causes right here in our area.

For those who opt to participate in the program, the rounding up results in an average donation of \$6 per year. Let us know if you would like to join this worthwhile program. We'd be glad to get you signed up!

Thanks to the generosity of our cooperative members, over \$20,000 was given back to our local communities this year. Since the inception of Operation Round-Up in 2003, we have donated over \$310,000.

THIS YEAR'S CONTRIBUTIONS TOTAL \$20,200



\$11,300
MEDICAL &
ACCIDENTS



\$3,900
AMBULANCE
CREWS



\$1,200
LOCAL FAIR
BOARDS/4-H



\$3,800
AREA
ORGANIZATIONS

The Gift of Power The warmest gift you can give.

To: _____ From: _____

Address of Recipient _____

Certificate Amount \$ _____ Phone Number of Giver: _____

A special message will be printed on the bottom of the recipient's next electric bill stating they have received a gift and who it is from. If you have any questions, please feel free to call or stop by our office.

After completing, clip and return form and check to: Heartland Power Cooperative, PO Box 70, St. Ansgar, IA 50472

OUTAGES & BLINKS

What causes blinking lights?

Blinking lights are actually a sign of a properly functioning distribution system. If a fault occurs on a line (often due to lightning strike, tree limbs coming in contact with a line, or an animal) a device called an Oil Circuit Recloser (OCR) opens to stop it and then closes again.

OCRs act as “circuit breakers” for the distribution system, much like the breakers in your home’s electrical panel. It permits power to continue flowing with only a brief interruption, rather than an extended outage.

Typically, the OCR will open and close three times to give the fault a chance to clear itself. If the fault does not clear after the third “blink,” the OCR stays open, causing an outage. This protects the lines from damage and isolates the problem until linemen can repair it.

While these blinks signal that the equipment is doing its job, we understand they can be annoying. Electronics with digital clocks need to be reset and computers can shut down. Members can help counteract these effects by purchasing appliances with battery backups. Surge protectors with uninterruptible power suppliers (UPS) for lightning strikes, equipment malfunctions, low voltage or loss of power are also recommended for critical devices.

Meanwhile, we work to keep blinks to a minimum and power as reliable as possible. Tree trimming helps keep power lines free of interfering branches, and pest shields are installed to keep animals away from sensitive equipment.

If you believe you are experiencing blinks often, please call us so line crews can inspect area lines and equipment. It is helpful if you can tell us what days and times the blinks occur.

Metering Capability

Our advanced meters provide us with improved power outage detection and notification as they electronically report the location of outages. This makes restoration faster and status notification to you more accurate.

Greater reliability, faster power restoration, convenience, and more information regarding your usage are just a few of the many benefits of advanced meters.

Dave Low,
Director of Operations



What should I do if the power goes out?

- Check your electric panel. Look for tripped breakers or blown fuses. If there is a breaker below the meter, be sure to check it as well. Try to reset the breakers by switching them OFF then ON. If fuses have been blown, replace them with the proper size fuse. It is always a good idea to keep extra fuses on hand.
- Contact neighbors to find out if they are without electric service. This helps determine whether or not the outage is an individual outage or a line outage.
- Turn off all electrical appliances that were on, especially air conditioners or electric heating. However, leave a light on so you will know when power has been restored.
- Leave refrigerator and freezer doors closed as much as possible.
- If any member of your family is on a life-support system, please notify the cooperative so they can be marked a priority service.
- If the problem appears to be on the cooperative’s end, please call the cooperative for assistance at 888-417-3007.

Co-op Kitchen

member recipes



For March's recipe club, send in your favorite quick bread (or muffin) recipe! Recipes can be mailed to our office or emailed to energy@heartlandpower.com by February 20th. Members with their recipe published in the newsletter will receive a \$5 bill credit.

Peanut Butter Cups

Alisa Joy Weaver

- 2 cups peanut butter
- 1/4 cup butter
- 1/2 tsp. vanilla
- 2 cups powdered sugar
- Melting Chocolate

Mix together all but chocolate. Fill a layer of melted chocolate in small cups then put 1 tsp of peanut butter mixture in center. Cover with chocolate. Let set. Enjoy!

Dressing for Roast Chicken

Marlene Zimmerman

- 1 lg (approx .5 lb) chicken, cooked and deboned
- 1 can cream of mushroom soup
- 1 cup mayonnaise
- 1/4 cup milk
- 2 T. onion soup mix

Mix all together except chicken. Layer sauce and chicken in roaster or crockpot, repeating layers at least 2-3 times. The top layer should be sauce. This can be made the day before. Do not stir. Heat slowly just until heated. Enjoy!

Biscuits

Jane Odland

- 2 cups self-rising flour (scant)
- 1 cup heavy whipping cream

Stir whipping cream into self-rising flour until mixture comes away from the sides of the bowl. Turn out on lightly floured surface and knead gently 4 or 5 times. Roll out 1/2 inch thick and use a biscuit cutter or juice glass to cut out. (Can also cut into squares.) Bake at 450 degrees F for 10-12 minutes. Serve warm with butter, jam, or honey. Makes 8-16.

Corn Casserole

Joanne Hyland

- 1 can whole kernel corn, undrained
- 1 can cream-style corn
- 1 c. macaroni, uncooked
- 1 c. Velveeta cheese, cubed
- 1 stick margarine, cubed

Mix together in a casserole dish and bake for 1 hour at 350 degrees.

Tortilla Rollups, Appetizer

Rene' Retterath

- 2 packages of cream cheese
- 1 can of green chillies
- 1 can of black olives-chopped
- 1 8 oz bag of taco cheese
- 5 - 10 inch flour tortillas

Blend together cream cheese, green chillies, and black olives with a mixer. Stir in taco cheese. Spread mixture on equally on each of the floured tortillas and roll them tightly. Wrap each roll in plastic wrap and refrigerate overnight or at least 2 hours. Slice them and serve.

Seasonal Energy Efficiency Reminders

Is your home ready for colder weather? Don't forget to check these items off your list:



Ron Gasteiger,
Director of Member Services

- Change or clean the air filter on your HVAC system.
- Feel around exterior doors and windows for air leaks or move a lit candle around the frame. If you feel cold air leaking in or detect a draft, winterize with caulk or weatherstripping.
- Test your generator so you are ready in the case of an outage.
- Use the reverse switch on your fan to run the blades in a clockwise direction. The fan will produce an updraft and push warm air back down where you can feel it.
- Check your smoke and carbon monoxide detectors.

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: Golden Retriever puppies, family raised, available Jan. 4. \$750 Reserve yours today! St. Ansgar (641)381-0054

For Sale: Two oxygen concentrators. Home, Everflo Q OPI on wheels. New \$1800. Best offer. Portable – Phillips Simply Go New \$2500. Best offer. 2 quad canes/300 lb limit. Also walker in good cond. 641-220-7999.

For Sale: 2000 F250 Superduty 4x4 with 8' Western snow plow and Tommy Lift tailgate. 162,000 mi. Needs fuel pump. \$4000 OBO. 641-220-7999.

For Sale: Snow blower. Simplicity Prestige Yard and Garden Tractor. 27 horse Kohler/Command engine with 10 hours. 46" single stage snow blower attachment. Power steering. Fogless cab, wheel weights and chains. \$4,500. 641-732-4802.

For Sale: Oats straw small bales. 135 each price \$3.75 per bale. Also alfalfa clover grass hay 1st and 2nd cutting no rain on hay \$4.50 per bale. 641-588-3396. 90 bales each call after 4:30 p.m.

For Sale: 2007 Chevy 1500 Silverado Z71 Off Road Extended Cab 4X4 Classic Pickup 5.3 V8, auto., air, tilt, cruise, power windows, locks, mirrors and seat, buckets with center armrest console, dual climate control, am-fm, cd, step running boards, 113,400 miles, Our Price \$9,788. Call Jeff 641.220.1549

For Sale: 2001 skidoo summit 800 snowmobile 136in paddle track 3845 mi. Runs good \$1700 call or text 641 832 7840

For Sale: Do you have skin issues and the store bought soaps are not helping or making it worse? I make Homemade Goat Milk Soaps and Regular Homemade soaps. Many fragrances/scents to choose from. Contact me for the full fragrance list. These soaps make wonderful stocking stuffers and gifts. Contact me at 641-590-5519 (text), lazysoaps@yahoo.com (email). \$6 per bar or 5 for \$25. We also make knitted wash cloths per order, so if you have a specific color please let me know and we can get it made. These are \$5 per wash cloth.

For Sale: Aluminum storm windows. 2 - 24x54. 1 - 33 ½ x 32. 2 - 32x54. 1 - 40x40. 1 - 37 ½ x 37. 1 - 39 ½ x 39. All inside overlap over ½ in. Put on with screws. Richard Kuehne. 641-732-3940.

For Sale: 1999 Polaris Indy 500 XC 2 cyl, 2 stroke snowmobile. Red. Less than 300 miles on rebuilt engine. \$1000. Call 641/220-4028.

For Sale: Westfield auger, 8"x71', hydraulic lift, 10 horse motor, less than 1 year old. \$6,000. OBO. 641-330-4169.

For Sale: 2009 Wildwood LE 29' bumper hitch camper, 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 been stored inside. If purchased this fall, will store for you until spring. Come check it out. 641/220-4028.

For Sale: White 30 in. vented range hood. White Kohler cast iron double sink with Moen faucet. 22x33 in. 641-732-4535. 50461

For Sale: 1997 Ford Ecoline 15 passenger club wagon. 195K miles. V10 eng., hitch, running boards. Red. Ph 641-581-4500. See in Forest City. \$1,000 OBO.

For Sale: Fox Terrier Cross puppies. Shots, wormed, and vet checked. Ready to go. Call 641-228-5397.

For Sale: Tow Dolly, MasterTow brand, mechanically sound, n ear new radial tires, spare included. Osage, IA. \$725. Call 303-941-8611.

For Sale: 5 HP leaf and branch mulcher. Sears brand. Very good condition. \$175. Osage. 303-941-8611.

For Sale: 2011 Silverado 1500, 4x4 5tg wheel hitch, 93,200 miles, no rust, great condition. 641-330-4169.

After 40 years of dedicated service, we'd like to congratulate

DARRIN FLURY

on his upcoming retirement! Thank you, and best wishes!





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

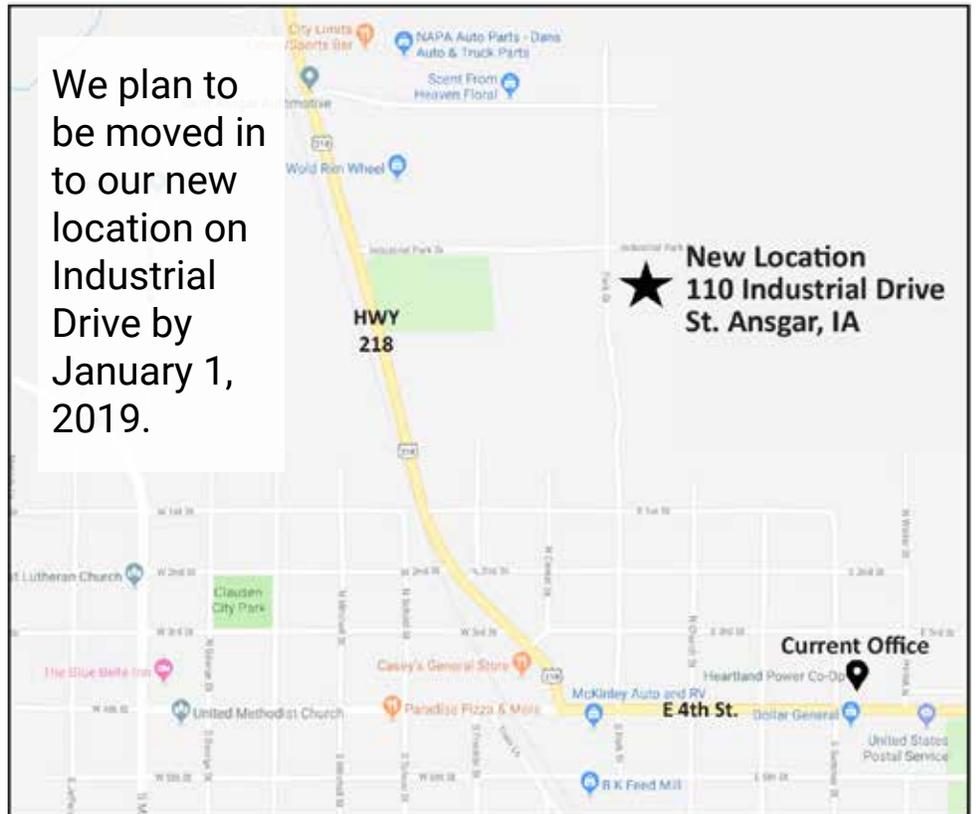
GENERAL INFORMATION

Office Hours 7:30 a.m.- 4:00 p.m. M- F
 Thompson 216 Jackson St | P.O. Box 65
 Thompson, IA 50478
 641.584.2251
 St. Ansgar 605 East 4th St. | P.O. Box 70
 St. Ansgar, IA 50472
 641.713.4965
 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

CEO/GENERAL MANAGER Jon Leerar

BOARD OF DIRECTORS

Richard Rosenberg, *President* 641.736.2378
 Roger Solomonson,
Vice President 641.590.0049
 Mark Kingland, *Treasurer* 641.590.4400
 Larry Tjaden, *Secretary* 641.220.0114
 Gary Pearson
Asst. Secretary-Treasurer 641.420.2990
 Roger Tjarks, *DPC Director* 515.341.5444
 Vince Morische, *Director* 641.732.4076
 Don Knudtson, *Director* 641.590.1416



UNCLAIMED CAPITAL CREDITS

As of November 26, 2018, the following members have not cashed their capital credit retirement check from October 8, 2015. Please contact the cooperative if you need it to be reissued.

RAY KONRAD
 CLARENCE JENSEN
 ROLLAND CHURCH
 ROLLAND COOK
 ORVALL HERMAN
 CLARENCE PRANGE
 DAVE MARLEY ESTATE
 CLYDE SHIRLEY
 DAVID FOX
 CLINTON L DECKER
 ART NILES
 LOIS N MEYER
 DARLENE M TROUSDALE
 WAYNE E HOSKINS
 ORVILLE WALSWICK

RICHARD L SMITH
 JERALD K PHILIPP
 GARY DIETERICH
 CAROL E WILDE
 HAPPY PORK INC
 EMERY UNRUH
 GERALD M PARKER
 LORI J AMERSON
 JENNIFER BOHMAN
 ANGELA LISTER
 CLINT E PHILIPP
 MERLE L ZEISET
 HENRY MAYLAND JR
 BERNEICE BRANSTAD
 LAWRENCE PITKIN

SHIRLEY MEYER
 ROBERT LANGFALD
 ROBERT HADACEK
 ARCHIE MONSON
 NEIL HAUGEN
 DOLORES A NELSON
 KENNETH C OLSON
 KENNETH KUCHENBECKER
 GERALD SCHERB
 BARBARA H BULMAN
 GARY DONTJE
 RICK GRUNHOVD
 KENNATH STENBERG
 RANDY SPRECHER

JEAN ORTHEL
 TIM WURTZEL
 DONALD D OLSON
 GALYN STEINBERG
 CRAIG BORGMAYER
 CRAIG RUSCHOFF
 NANCY A BOLEN
 ARMANDO LEAL
 JOANNE GOODNIGHT
 KURT MITTHUN
 SHARON SINCLAIR
 JOANNE TUCKER
 TONY BOECKHOLT
 MARK RIECK