

heartland LINK

A publication of East-Central Iowa Rural Electric Cooperative

CO-OP CONNECTIONS®

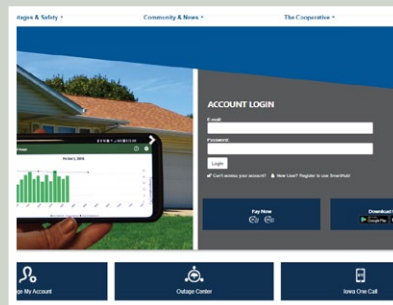
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Shop local this holiday season.

SMART HUB

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Learn how to get signed up for online account management.



PATRONAGE NOTICE

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Help us locate members with unclaimed patronage dividends.

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ECI REC is your resource and a necessary partner.



Training Prepares Lineworkers for Emergencies

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Photo credit: Lisa Franck



A Touchstone Energy® Cooperative

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It's back and better than ever!

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Help us locate members with unclaimed patronage dividends.

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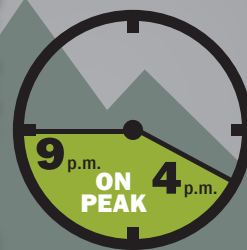
ECI REC is your resource and a necessary partner.

09 REBATES EXPIRING

Turn in 2021 energy efficiency rebates before year end.

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TAKE A LOAD OFF THE PEAK



Help us beat the peak by using less electricity from 4:00 p.m. to 9:00 p.m. on weekdays.

They're busy hours—you're starting dinner, watching TV, and catching up on laundry. But all this electricity use creates a lot of demand. We pay more for power during peak hours, and in turn your costs may also rise. So delay running that dishwasher, and help us keep costs down!

take the member challenge

1. COMMUNITY CONNECTED: _____ is one of the most important programs ECI REC takes part in.

2. COMMUNITY CONNECTED: Giving the gift of _____ may not be at the top of your list of ideas this holiday season, but it may be the perfect fit.

3. ENERGY WISE: It is important for members to understand ECI REC's terms and conditions BEFORE they sign a contract for a _____ source.

Find the answers within the stories, features, and content of this newsletter and you could win a prize. Send your answers to memberchallenge@ecirec.coop. Or, print the word(s) at the top of the back page, cut it out, and send it to: ECI REC, PO Box 248, Urbana, IA 52345. You may mail your entry along with your electric bill payment, but remember there is a deadline! Entries for this issue must be received by December 1. Sixteen names will be drawn from all correct entries. Members will not be allowed to win more than once per calendar year.

last issue's challenge winners

The following names were drawn from the Sept./Oct. 2021 *Heartland Link* entries. These members will receive a \$10 credit on their account.

Kenneth Stahnke

James T. Kavalier

Scott & Tammy Zeien

David & Carol Mallory

Wm. Drahos

Jeff & Angie Andersen

Jimmy & Henrietta Crumes

Anthony Schmitt

Amy Krug

Calvin Harks

Howard Pohlmann

Alice Billingsley

Larry Holst

Joanne Robertson

Marlys Crane

Deborah & Michael Clark

Calendar Notes

REMINDER - Sun., Nov. 7:
Daylight Saving Time

CLOSED

Thurs., Nov. 11:
Veterans Day

Thurs. & Fri., Nov. 25 & 26:
Thanksgiving

Thurs. & Fri., Dec. 23
& 24: Christmas

Fri., Dec. 31:
New Year's Eve

Contact ECI REC

EMAILS

memberservices@ecirec.coop
(rebates, product sales)

csr@ecirec.coop
(billing, new customers)

WEBSITE

www.ecirec.coop

MANAGEMENT TEAM

Teresa Floyd
Chief Executive Officer
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Nathan Groom
Information Services Manager
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HOURS

Monday-Friday
Office: 7:30 a.m. to 4:00 p.m.

(closed Saturdays,
Sundays, and holidays)

Stay connected! We post operations news and outage updates at facebook.com/eastcentraliowarec.

Pole-Top Rescue Training Prepares Lineworkers for Emergencies

a Safety article

ALL ECI REC LINeworkers are required to pass a pole-top rescue course each year. The timed exercises ensure each lineworker can safely secure and lower an injured or stranded co-worker using two methods: manually with a rope, clips, and cables, or by lowering the co-worker using the truck bucket. Lineworkers also undergo annual CPR and first-aid review and training to prepare them in case they have to take such measures in the field.

“We hope our lineworkers are never in a situation where they have to use these skills, but these exercises give them the confidence and knowledge to perform life-saving measures should the need ever arise,” said Operations Manager Tom Schmitt. 🧡

Lineworker Ben Donnelly secures a safety mannequin mimicking a disabled worker during pole-top rescue training, which took place in September at ECI REC's Vinton Operations Center.

Photo credit: Lisa Franck

PROUD TO SUPPORT OUR YOUTH!

*a Community
Connected message*



Back and Better Than Ever! Apply Now for Youth Tour 2022

THE ELECTRIC COOPERATIVE YOUTH TOUR will return in 2022, and ECI REC is looking for two high school juniors to sponsor on this once-in-a-lifetime trip to Washington, D.C. The event will take place this summer.

To be eligible for Youth Tour, students must be heading into their junior year of high school and have parents or legal guardians who are members of ECI REC. Applications can be found on our Youth Tour page at ecirec.coop and are due Wednesday, February 23, 2022.

Youth Tour is one of the most important programs ECI REC takes part in. Our teens are our future, and our future is looking brighter every day. For more information about the Youth Tour program, email us at iowayouthtour@ecirec.coop or call us toll free at 877-850-4343. Also, follow the Iowa Youth Tour on Facebook, Twitter, Snapchat, and Instagram! 🧡

THINGS YOU'LL SEE AND DO ON YOUTH TOUR

**Washington Monument | World War II Memorial | Albert Einstein Memorial
Franklin D. Roosevelt Memorial | Vietnam Veterans Memorial | National Mall
Potomac River boat cruise | Holocaust Memorial | Madame Tussauds Wax
Museum | Ford's Theatre | Korean War Veterans Memorial | Lincoln Memorial
Washington National Cathedral | Mount Vernon | Iwo Jima Sunset Parade
White House | U.S. Capitol Newseum**

Bank Bucks for College

HIGH SCHOOL SENIORS: Don't miss out on these scholarship opportunities!

ECI REC Scholarship Program – Up to ten \$1,000 scholarships are available to students who will continue their education in college in any field. Up to two \$1,000 scholarships are also available to students accepted to the Powerline Technology program at Northwest Iowa Community College. The deadline for applications is **Wednesday, March 2, 2022**. Visit ecirec.coop for more details. Look for the Scholarships page in the Community & News menu.

Youth Tour Alumni Scholarship – One \$10,000 and four \$1,000 scholarships are available to Electric Cooperative Youth Tour alumni. Visit www.electric.coop for details.

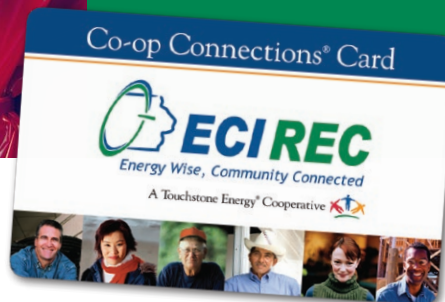
Engineers of the Future Scholarship – \$2,000 scholarships are available to students pursuing a career in engineering. Visit www.electric.coop for details. 🧡



Photo credit: BearFotos, shutterstock.com

Support these local businesses by using your Co-op Connections Card.

Emmy Lou Candles | Polar Blair's Den | Bill's Pizza & Smokehouse | Cy & Charley's Tire & Appliances | E & T NAPA Auto Parts | Fabulous Fridays | Heartland Acres Agribition Center | Cameron Clothing Company | Michael & Dowd | Styles Unlimited | Berry's Lanes, Inc. | In the Country Garden & Gifts | Frazier Nursery | Henkle Creek Mercantile | Subway | Viking Sewing Center | *The NEWS/ Buchanan County Review*




Support Local Businesses and Save With Co-op Connections®

a Community Connected feature

GIFT WISH LISTS are being made with haste and it's getting a little colder outside. That means the holiday shopping season is right around the corner. Speaking of around the corner, there are plenty of locally owned businesses in our neck of the woods that can provide unique gifts and experiences for your loved ones. And East-Central Iowa REC's Co-op Connections member benefit program can help you save while you keep dollars in the local economy.

This winter, let's power a small business comeback and frequent the shops owned by our friends and neighbors. Visit www.connections.coop to find all the ways to save locally, or download the free Co-op Connections smartphone app in the App Store or on Google Play. Use the app's "Deals Near Me" option as you holiday shop at local merchants or any time you are out running errands. And keep in mind, with participating dining options, you can fuel your tank while you fill your trunk with toys, clothes, home goods, and more!

If you have any questions about how the program works, please don't hesitate to get in touch with us at 877-850-4343 or coopconnections@ecirec.coop. And as you're busy stockpiling gifts for family and friends, keep our small business community in mind this holiday season!

Above is a list of our local businesses that have special offers through Co-op Connections. Visit www.connections.coop for a detailed list of discounts. When shopping locally, either show your ECI REC Co-op Connections card or the app at the point of sale to save. 



Generate Safely.

Never use a portable generator indoors.

Do not plug generators into standard electrical outlets.

Use heavy-duty extension cords to connect appliances into the generator.

Start the generator before connecting appliances.

From the ECI REC
family to yours,

Happy Holidays!

Photo credit: Kathy | Dreamstime.com

Give the Gift of Electricity



Giving the gift of electricity may not be at the top of your list of ideas this holiday season, but it may be the perfect fit. Having a winter heating bill covered or partially covered could be a great, unexpected surprise for a friend or family member, and it's easy to do with the Power Boost Gift Certificate from ECI REC. Simply fill out the form online at ecirec.coop/power-boost-gift-certificate. Both check and credit card payments are accepted. You may also access the form by scanning the QR code.

Photo credit: Jakub Gajda | Dreamstime.com



4 COMMON CULPRITS OF ELECTRICAL FIRES

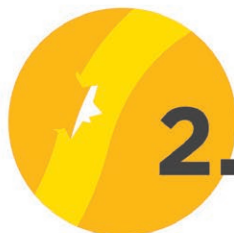
Outdated wiring and overloaded circuits are the most common causes of electrical fires.

Check the following areas of your home to ensure your home's electrical safety is up to par.



1.

Electrical outlets: Faulty electrical outlets are a leading cause of home fires. As outlets age, so do the wires behind them that you can't see. Any loose, damaged or warm-to-the-touch outlets should be repaired or replaced.



2.

Electrical wiring: Outdated wiring is another common cause of electrical fires. Frequently tripped breakers, flickering lights and burning smells are clear warning signs. If your home is more than 20 years old, it may not be able to handle today's increased power load. If you suspect your home's wiring is outdated, leave this one to the pros and contact a qualified electrician.



3.

Overloaded cords and outlets: Extension cords are not permanent solutions. If your big-screen TV, home theater system and other electronics are plugged into one extension cord, it's time to call an electrician and install additional outlets.



4.

Old appliances: Older appliances are more likely to have loose or damaged wiring, which means they're more likely to catch fire. Check older appliances for damage and determine if it's time to upgrade or replace. Also check to ensure you're using appliance-grade outlets. A qualified electrician can help with installation.



COOK UP ENERGY SAVINGS THIS HOLIDAY SEASON.

- Clean oven burners regularly.
- Match the pan size to the burner you're using.
- Use small appliances like slow cookers and toaster ovens when possible.

**From our table to yours,
Happy Thanksgiving!**

Stay in the Know With SmartHub

a Keeping the Lights On feature

SMARTHUB HELPS YOU stay in the know about your energy usage. With a SmartHub account, you can quickly view and file bills, enroll in budget billing, monitor your energy usage, check ECI REC's online outage map, and much more. Not sure how to register for SmartHub? We've got you covered!

1 Go to www.ecirec.coop and look for the gray Account Login Area on the right side of the home page. Click the white line of text: "New User? Register to use SmartHub!" The user registration screen appears.

2 Enter your ECI REC billing account number as printed on your bill, your last name or the business associated with the account, and your email address (this will become your username). Click the Submit button. A secondary account-related registration screen appears.

3 Enter the last four digits of your Social Security or business ID number and your billing zip code. Check to confirm you are not a robot. Agree to the terms and conditions. Click Submit.

4 Check your email for a message with a temporary password from ecirec@smarthub.coop.

5 Clicking the Login link takes you to the Change Your Password screen; create a new password. Click Submit.

6 The Security Phrase screen appears. This is a second way to protect your information once you've logged in with your password. You need your security phrase to change payment or other account-related information. Enter at least a five-digit word or phrase and click Save.

GET YOUR ACCOUNT INFO ON THE GO!


Manage your account like never before with the upgraded SmartHub app. The new, intuitive app design features an enhanced, user-friendly experience. Download the SmartHub mobile app in the Apple Store® or in the Android® Market. You can register for SmartHub for the first time using the app, too!



Cooperative Offers Two Helpful Notification Programs

a Keeping the Lights On message


THE NOTIFY LANDLORD BEFORE DISCONNECT PROGRAM

is available if you own rental property that resides in ECI REC's service area and receives electricity from the Cooperative. Once enrolled, you will be notified prior to a meter disconnect while you are renting out the property, which can be helpful if your tenant contacts ECI REC to disconnect the meter when they are moving out. Or, a renter may have late bill payments that could result in meter disconnection. In certain situations and weather conditions, the owner may want to avoid the disconnect. 



NOTIFY
LANDLORD
BEFORE
DISCONNECT

THE HELPING HAND REMINDER PROGRAM

is a good option for members who struggle to pay electric bills in a timely fashion, perhaps due to illness or forgetfulness. When the account of an enrolled member becomes delinquent, ECI REC notifies their designated contact person. The contact person then reminds the member who missed their payment—they are under no obligation to pay the delinquent bill. Members can withdraw from the program at any time by contacting an ECI REC member service representative at 877-850-4343. 



HELPING
HAND
REMINDER

Enrollment for both programs can be completed by filling out the forms online at ecirec.coop under Account Services, Member Programs. Or, access either form online by scanning its QR code above.

Congratulations to Pat and Dane!

a Keeping the Lights On announcement

WE ARE PLEASED to announce that Pat Hyland and Dane Peterson have accepted new positions. Please join us in congratulating them on their new roles!

In September, Pat began his new role as system controller. He has served ECI REC for over 31 years. Pat started as a lineworker in 1990, then became an engineering design technician in 2016.

Dane Peterson made the transition to engineering design technician in August. He has been part of the ECI REC team for over eight years, joining as summer help in 2011 and becoming a full-time lineworker in 2013. 



Pat Hyland



Dane Peterson

ONLINE RESOURCES FROM YOUR COOPERATIVE



WEBSITE

- Visit the ECI REC website at ecirec.coop to access:
- Resources on billing and electrical services
 - Power outage information, including a real-time map
 - Energy-saving tips and rebates
 - Newsletters and bill inserts
 - And much more



ONLINE ACCOUNT ACCESS

- Manage your account right from your computer or device with SmartHub. Download the secure app for free or go to ecirec.smarthub.coop to register and log into the SmartHub website. With SmartHub, you can access:
- Daily and monthly power use graphs
 - Online bill payment
 - Electric account management tools



FORMS

- ECI REC offers a whole host of PDFs online for members to make it easy to sign up for various programs and services, including:
- Scholarships and Youth Tour
 - Rebates for heating/cooling, water heaters, and weatherization.
 - RECare and the Helping Hand Reminder



OUTAGE MAP

- View real-time power outages on our website, ecirec.coop. Please call 877-850-4343 to report an outage or with questions concerning outages. Members can click on their township to get an estimate of the number of members experiencing an outage in that area.



SOCIAL MEDIA

- Stay up to date with ECI REC by liking the Cooperative on Facebook. You'll find outage information, energy-saving tips, pictures, co-op news, and updates on legislative efforts—just to name a few things!




Help Us Find These Former Members

a Cooperative Difference report

IN MAY, the Board of Directors of East-Central Iowa Rural Electric Cooperative voted to retire \$569,725 in patronage back to its members. These margins—100% (\$469,725) of its 2006 margins and 12.35% (\$100,000) of its 2015 margins—were credited to current members on their June bills. Former members were sent checks. The 90-day window to cash these checks has now passed, and the people listed below have not yet cashed their checks. These dividends will be forfeited to the Cooperative if not claimed within one year.

If you know of someone listed below, please contact that person, or their next of kin, and ask them to contact our office. ECI REC will require personal identification and/or legal documentation from these people to confirm their membership before dividends can be claimed. Please do not contact ECI REC unless you have the necessary documentation for the member listed. This list was current at the time of this printing.

Patronage represents the margins, or profits, that the Cooperative earns on electricity purchased by its member-accounts. These margins are the member-accounts' equity in East-Central Iowa REC. The Cooperative uses this equity to maintain its poles and wires, rebuild its distribution system, and pay expenses. When ECI REC's financial condition allows, these margins are returned back to the members who generated them. In the past 10 years, ECI REC has returned \$5,635,395 to its members. 


Achey, Chris	Brandt, Dee Anna	Domeyer, Keith	Gipe, Luella	Holtzman, Katey	Kramer, Kurt	Midwest Wireless LLC
Adams, Dean	Brannaman, Bryan	Donnelly, John	Glaeser, Twyla	Holub, Gary	Kramer, Marguerite	Miller, Kevin
Adams, John	Bridgewater, Steve	Drafahl, Vinnie	Glime, William	Hopkins, Earl	Krough, Nicholas W	Miller, Rick
Albaugh Sr, Don	Brinegar, Beth	Drane, Stephen	Goedken, John	Houghtaling, Jason	Kruger, Rick	Miller, Tamara
Alberts, Richard	Brinkema, Jack	Drinovsky, Dawn	Goodall, Ray	Howk, Charles	Kruse, Lyle	Minkel, Alex
Albertsen, Caleb	Brown, Adam	Driscoll, Todd	Gordon, Dawn	Hromidko, Kurtis	Krutzfeldt, John Estate	Moe, Deanna
Alderman, Troy	Brown, Dennis	Dugan, Taryn	Graesser, Gerda	Hughes, Jim	Kuch, Lee	Moeller, Mitch
Allard, Robert	Brown, Diane	Durbala, Una	Graf, Tim	Hulse Farm Trust	Kuhn, Darrell	Moen, Sue
Allen Sr, Robert	Brown, Josh	Eckes, William	Grant, Kevin	Hummell, Jason	Kuper, Robert	Moessner, Kelly
Allsup, Lisa	Brown, Ken	Eckman, Nikki	Greaser, Jim R	Hunter, John	Lafrénierre, Ray	Moritz, Aley
Alter, Christopher	Brush, Rodger	Edmondson, Laura	Greaser, Margaret	Hupfeld, Melvin	Lamphier, Cecil	Morris, Alica
Amos, Carole	Buck, John	Edsill, Kevin	Greenback LLC	Hurd, Jaydee	Lane, Donald	Morris, Charlie
Amos, Steven	Buckman, Timothy	Edwards, Wilford	Greene, Nicole	Hyde, Evelyn	Lane, Ronald	Morrison, Bob
Anderson, Bridget	Burch, Douglas	Eiben, Galen	Griffin, Steve	Iowa Wireless	Lang, Arin	Mueller, Todd
Conservator	Burkgren, Jeff	Eiselstein, Edwin	Griffith, Bernice	Itt Corporation LLC	Lang, Evelyn	Mullan, Brian
Anderson, Debra	Burnell, Keith	Ellingson, Dale	Griffith, Craig	Jacobs, Cindy	Lapage, Michael	Muminovic, Senad
Anderson, Gerald	Butler, Crystal	Ellis, Loren	Grimm, Robert	James, Charles	Lawler, Jim	Murdoch, Ron
Andrews, Melissa	Callahan, Dovie	Emrich, Mark	Grover, James	Janey, Jared	Leckness, Emily	Murphy, Marilyn
Aragon, Dennis	Campbell, Hunter	Engle, Ben	Hackert, Ryan	Jansen, Len	Lenz, Pamela	Murphy, Todd
Arnold, Harold	Carlson, Thomas	Engler, John	Hallmark LTD	Jasa, Rudy	Lewis, Melody	Murphy, Trisha
Atherley, Michael	Carman, Heather	Enos, Bobbi	Halverson, Josh	Jeffries, Joy	Lewis, Pamela	Murray, David
Avenson, Clayton	Carpenter, Sheila	Ericson, Jordan	Hamblin, Mary	Jenkins, Tracy	Lewis, Sarah	Murray, Kate
Ayers, Doreen	Chase, Gary	Etringer, Crystal	Hamilton, Tracy	Jenney, Justin	Limited, Nei	Musch, Jeanette
Bachner, Jill	Cherry, Philip	Eubanks, J D	Hanna, Norma	Jennings, John	Lindaman, Larry	Musil, Dustin
Backer, Harry	Chesmore, Kermitt	Evans, Jason	Hannan, Mark	Jennings, Rick	Long, John	Mustang Holdings LLC
Baker, David	Chesser, Stephanie	Faith Bible Institute	Hanover, Linda	Jensen, Craig	Long, Kevin	Naber, Jerry
Baldwin, Larry	Childress, April	Fannie Mae	Hans, James	Johnson, Billie	Lorenz, Larry	Neebel, Margaret
Ballard, Mildred	Chinchar, Brent	Faust, Jason	Hansen, Brad	Johnson Concrete	Lorenz, Larry	Neighbors, Joseph
Bantz, Wayne	Christensen, John	Feedmill, Edgewood	Hansen, Charlene	Johnson, Eulesa	Losenicky, Beatrice	Neil, Kerri
Barbour, Melia	Clar, Christopher	Feldman, Floyd	Hansen, Jon	Johnson, Navan	Lowe, James	Neill, Joanne
Barker, Dallas	Clark, Roberta	Felker, Terry	Hansen, T L	Johnson, Robert	Ludolph, Seth	Neyman, Gregory
Barnes, Jeffrey	Clark, Stephen	Jones, David	Hansen, Vicky	Jones, D J	Madison, Norma	Nielson, Rex
Baumgartner, Craig	Clement, Jeni	Ferguson, Kristine	Hanson, Cyd	Jones, Donna	Mahan, Cindy	Noe, Melvin
Bean, Geraldine	Clinton, Erwin	Fettkether, George	Hanson, Edward	Jones, Leona	Mahoney Jr, Dan	Nolan Farm Inc
Beck, Jacie	Close, Dean	Fink, Aaron	Hanson, Mike	Jordan, Max	Mahoney, Charles	Nolta, Robert
Beierschmitt, James	Close, Ronald P Estate	First Choice Builders	Hardersen, Penny	Kaiser, Mary Jo	Mahoney, Edward	Novak, Brent
Beisner, David	Connell, David	Fish, Raymond	Harrill, Kathy	Kamoss, Steven	Malek, John	Novotny, Edwin
Belfield, Mitchell	Conner, Kurt	Fisher, Dean	Hart, Brian	Kane, Adam	Mann, Zach	Obiedzinski, Wendy
Belknap, Duane	Cono Christian School	Fitzpatrick, Jerry	Hartman, Joe	Kanke, Chad	Marshall, Matthew	Oconnor, John
Bender, Scott	Cook, John	Flaucher, Steven	Hawley, Brian	Karcher, Ruth	Marshman, Ray	Oconnor, Kelly
Bennett, Jennifer	Corbin, Laura	Fleming, Roger	Hayes, Shawn	Karol, Kimberly	Martens, Lucy	Oldridge, Kamie
Bensend, Marvin	Corkery, Thomas	Flesher, Naomi	Hayes, Stephen	Karr, Angie	Martin, Wayne	Oliphant, Zach
Bentley, Joshua	Countryman, Betty	Floyd, Roland	Heine, Steve	Kellogg, Britt	Mason, Luke	Oloughlin Jr, Terrance
Benton/Linn Wireless	Courtier, Lynn	Foels, Mark	Heiserman, David	Kelso, Velma	Mathis, Norman	Olson, Audrey
Bergen, Dennis	Cox, Dana	Forbes, Lynn	Heit, Brian	Kennedy, Randall	Maynard, Daniel	Olson, Craig
Bergh, Sara	Cox, Garrett	Forsyth, Michele	Heitshusen, Herbert	Kennett, John	Mcallister, Steven	O'Regan, Lisa
Beyer, Kelli	Cram, Kelly	Fowler, Julia	Helbert, Michael	KFMW-FM Broadcasting	Mcatee, Wayne	Organ, Bradley
Bieschke, James	Crawford, Lindsey	Fowlkes Jr, Arthur	Henderson, Dianne	Kies, Bill	McCann, Kevin	Ortner, William
Big Timber, Inc	Crawford, Malinda	Fowlkes, Ronald	Henry, Richard	Kiesey, D B	McCarty, Donald	Osborn, Nicole
Bilsland, Clarence	Creel, Bruce	Fox, Roger	Hertzberg, Veronica	Kinder Morgan Energy	McCleary, Stephen	Osburn, Jon
Birker, Matt	Criswell, Brent	Freiling, Quint	Herzog, Mary	Partners LP	McCormick, Robert	Osterhaous, Jane
Bishop, Randall	Croal, Margaret	Frieden, Jeremy	Heyer, Barbara	Kintzle, Alice	McCurdy, Philip	Ostlie, Linda
Blakley, Jacob	Csongradi, William	Frimml-Geater, Carolyn	HHK Construction	Kirschbaum, Michael	Mcgrath, Lucille	Overland, Mark
Boddicker, Vanessa	Cue, Robert	Fuller, Jeff	Hiatt, Jeff	Kleiner, Carolyn	Mckim Jr, James	Packingham, Dane
Boies, Mark	Curtis, Mark	Futrell, William	Hicks, Jaystin	Klimes, Liz	Mckim, Jennifer	Palmer, Bryon
Bolenbaugh, Mary Estate	Dahlstrom, Mark	Galkowski, Marshall	Hicks, John Ed	Klumph, Harry	McKinley Hilmer, Janet	Paris Brothers LLC
Bollman, Tammy	Davis, Wayne	Gall, Jeffrey	Higgins, Connie	Knapp, Beverly	McMahon, Tim	Parker, Beverly
Bonefas, Dave	Dawes, Jolene	Garvin LP Gas	Hinton, Galen	Knight, Velma	McNitt, Bert	Parker, Susan
Bonefas, Larry	Day, Debra	Garwood Jr, Macy	Hobbs, Amos	Knipp, David	Meadows, Darcy	Parr, Irene
Booth, Kenneth	Deardorff, David	Gates, David	Hockey, Richard	Knipp, Mary	Meek, Dawn	Pates, Dorthea
Bosman, Daniel	Deaver, Gerald	Gates, Dorothy	Hoerner, Felicia	Knudsen, Trent	Meeks, Darlene	Patten, Dennis
Bourget, Tige	Demoss, Corey	Gavin, Brody	Hofmaster, Michael	Knudson, Jennifer	Members Mutual Oil Co	Patten, Lauri
Bowers, Jesse	Denney, Alton	Geesey, Bradley	Hohn, Steve	Koch, Francis	Menzel, Bernard	Patterson, Marilyn
Bowers, Mike	Descourouez, Frank	Geiger, June	Holden, Dora	Koenen, Roxanne	Merchant, Tammy	Patton, Lisa
Brady, Clement	Dickey, Clint	Gerdman, Doug	Holland, Robert	Kono, William	Merriweather, Ernest	Paul, Stephanie
Brainard, Sherry	Dinh, Ky	Getty, David	Hollister, Casey	Koon, Tim	McKiel, Jill M	Paxon Communication Corp.
Branderhorst, Brook	Dix, Raymond	Gifford, Ted	Holmes, Kelsi	Koutny, Lyle D Estate	Michels, Lowell	Peachee, Freda
Brandley, Sonia	Dochterman, Corey	Gill, Edward	Holsinger, Alexander	Kovacs, Pearl	Midwest Welding & Fabrication	Peachee, Wallace Estate

Considering a Renewable Energy Source? Contact ECI REC before signing a contract!

an Energy Wise reminder

IF YOU ARE CONSIDERING a renewable energy source, ECI REC is here to help you sift through the numbers. No matter if you are trying to offset your electric consumption, manage future electric costs, or be an environmental steward—we are glad to help members understand their electric usage and patterns.

It is important for members to understand ECI REC's terms and conditions BEFORE they sign a contract for a renewable energy source. There are legal requirements, member responsibilities, an interconnection application, and an agreement ECI REC will need prior to the installation of your renewable energy equipment.

Please contact our Member Service Department if you're planning to invest in a renewable energy source. Resources are also located under the Manage Energy section of ecirec.coop. 

ECI REC may have additional technical requirements to ensure:

- » The safety of Cooperative personnel or their agents
- » The prevention of negative effects on the quality and reliability of service to other members of the Cooperative
- » The protection of Cooperative facilities from damage, failure, or inefficient operation
- » Compliance with prudent electric utility practice

2021 Energy Efficiency Rebates Coming to a Close

an Energy Wise reminder

Remember to submit your 2021 ECI REC rebates to our office no later than December 31, 2021. On January 1, 2022, new rebates will be offered and 2021 rebates will be obsolete.

If you have installed qualifying energy efficient electric equipment this past year, download the appropriate incentive forms from ecirec.coop and send in your applications. Forms can be found under Manage Energy > Save Energy & Money > Rebate Forms.



DRIVING ELECTRIC? DON'T MISS THIS REBATE!

ECI REC offers rebates on residential Level II Chargers requiring a 240/208-volt input supply.

Members may qualify for a rebate of 50% of the installation cost up to \$500.

Rebate is limited to one charger per home.

Learn more about the program requirements from the rebate form at ecirec.coop.

Peacock, Randy
Pearson, Patty
Pedersen, Jason
Pentico, Ron
Perry, Michael
Pershy, Todd
Peters, Sarah
Peterson, Steve
Petrzelka, Arthur
Pipho, Shayne
Ploesi, Leo
Plum, Bev
Point Builders
Potts, Darrell
Powell, Bonnie
Prairie Hills Management
Price, Amber
Primmer, Evelyn
Printerie, Miller
Pugh, Robert
Pusteoska, Doug
Ranch, Mayflower
Rathje, Matt
Rawson, Kathy
Realty, Hites
Reeder, Mark
Reeves, Ryan
Reid, Rodney
Reinhold, Stacey
Rempfer, Jacob
Renfer, Larry

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Richerson, Allen
Ricks, Steve
Ridenour, Kent
Rider, Amy
Ridings, James
Ritter, Lucie
Robbins, Colby
Robinson, Carl
Rodenberg, Julie
Roe, Phillip
Roehrich, Charles
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Roepke, Donna
Roepke, Leland
Roethler, Joseph
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Rolf, Frank
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Ross, Sandra
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Rowray, Vickie
Rudd, Cassandra
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Ruhe, Dan
Ryan, Earl
Sadtler, Ervin
Salviati, Lara
Sanders, Steven

Sanford, Brooke
Sasse, Robert
Sausser, Joel
Schadt, Nathaniel
Scheer, Betsy
Scheetz, Elmer
Schiller, Darlene R Estate
Schlemmer, Linda
Schmitz, Jackie
Schnoor Saw Co
Schnoor, Loretta E Trust
Schoeberl, Don
Schultz, Kimberly
Schroeder, Jeremy
Schug, Harold
Schulte, Dixie
Schulte, Jayson
Schultz, Richard
Schulze, Lisa
Schwarzoff, Kevin
Scott, Darrell
Scott, Lawrence
Scott, Lori
Seaman, Annette
Sears, Kevin
Sebetka, Corey
Sebetka, Russ
Seedorff, Harlan Estate
Shannon III, John
Shasteen, Aleyce
Sheckles, Daniela

Short, Dave
Showalter, Judy
Shriver, John
Silhanek, Rod
Simmons, Daniel
Simons, Julie
Skeers, Robert
Skinner, Julie
Slaymaker, Aaron
Smith, Erika
Smith, George
Smith, Jay
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Smith, Patty
Smith, Robert
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Solberg, Brett
Sonka, Jamie
Speckner, Josh
Spratt, Willis
Stander, David
Standford, Jim
Steffen, Larry
Stevens, Larry
Stevens, Nancy
Stevenson, Andrew
Stewart, Brad
Stewart, Rita
Stilwell, Ruth

Stolfus, Michael
Stoner, Corey
Strait, Clair
Strait, Glenn
Strauch, Tobey
Straw, Jack
Strief, David
Stroo, Chuck
Struchen, Thomas
Stueck, Gene
Sutton, Gregg
Sutton, Scott
Swaim, Randy
Sweet, David
Swenson, Tyra
T 2 LLC
Tarr, Donald
Taylor, Christopher
Taylor, Nathan
Taylor, Sherry
Taylor, Vicki
Tefer, Charles
Theilen, John
Thode, Michael
Thomas, Robert
Thomas, Uriah
Thompson, Amanda
Tiedeman, Troy
Ties, Breanna
Timm, Matt
Titcomb, Stephen

Toale, James
Tomash, Alex
Townsend, Robert
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Travis, Dale
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Vavra, J Orfa
Venenga, Steve
Vogl, Erin
Volker, William
Voss, Cindy
Waggner, Claudia
Wahl, Kenneth W
Walrath, Wally
Walters, Jeff A
Warbuck Enterprises LC
Ward, Ben
Washburn, Mildred
Weekley, Larry
Weig Sand & Gravel Inc.
Weiss, Martin
Wendel, George
Wendt, Brandon
Werner, Clint

Werning, Teresa
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West, Mark
Westin, Bruce
Weston, Raymond
Weuste, Kathy
Wharton, John
Wheeler, Duwayne
Wheeler, Michael
Wheeler, Raymond
White Communications LLC
Whiting, Candice
Whitney, Martin
Widener, Tim
Widner, Jack
Widner, Wes
Wiegand, Kirk
Wildebou, Ronald
Wilkes, John
Wilkinson, Phillip
Williams, Lynn Estate
Wilson, Benjamin
Wilson, Merle
Winger, Grant
Winjum, Matthew
Winning, Pearl
Yock, John
Yoder, Daniel K & Son
Younker, Gerald
Zahorik, Samantha
Zuck, Levi

Message From the CEO

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could benefit. For a modest membership fee, any farmer could have electricity brought to their farm.

Neighbors came together to tackle a problem they all had but couldn't solve alone. They worked together for the benefit of the whole community, and the newly established electric lines helped power economic opportunity in our communities. Today, membership is open without discrimination to everyone in our service territory who can use our services.

Democratic member control. ECI REC is well-suited to meet the needs of our members because we are locally governed. Members have equal voting rights; they elect their Board of Directors, which sets policies and long-term priorities. We know our members have a valuable perspective, and that's why we are continually seeking your input and encourage you to weigh in on important issues and participate in elections.

Our close connection to this community ensures we get a firsthand perspective on members' priorities, thereby enabling us to make informed decisions on long-term investments.

Members' economic participation. Our mission is to provide safe, reliable, and affordable energy to our members. As a cooperative, we are also motivated by service to the community rather than profits. Members contribute equitably to, and democratically control, the capital of ECI REC. At least part of that capital remains the common property of ECI REC. Members (your Board of Directors) allocate surpluses for our programs, initiatives, and capital investments.

Because ECI REC is guided by the Seven Cooperative Principles, it's not just about dollars—it's about opportunity for all and being fair when engaging with our members. The cooperative way is a values-based business model, and ECI REC is a reflection of our local community and its evolving needs. We view our role as a catalyst for good and making our corner of the world a better place.

Autonomy and independence. ECI REC operates autonomously, and we are solely directed and guided by our members, reflecting the values and needs of our communities. This means ECI REC is not being influenced by leaders or shareholders several states away. Instead, we are led by the members we serve.

Education, training, and information.

This principle focuses on enhancing the knowledge of our members, employees, and Board of Directors, enabling them to contribute to the development of ECI REC.

By investing in continuous learning for our employees and Board of Directors, ECI REC is making a commitment not just to individual professional and personal growth, but to our future and the high quality of service our members expect and deserve. It's a win-win situation. We also strive to inform our members and the public about our mission and operations. In fact, that's why you receive this bimonthly newsletter—so we can share the latest news and updates, as well as energy efficiency and safety tips.

Cooperation among cooperatives. Cooperatives work together to address bigger challenges. While this principle applies to all types of cooperatives, it is especially relevant in the energy industry. In our case, we put this principle in action after major storms and disasters that cause widespread power outages. When there is a major outage, we call on nearby cooperatives to come to our aid and assist with restoration—and we extend the same help when they need us. I can't

think of a better example of cooperation among cooperatives.

Because we are part of the national network, we can also connect and collaborate with other electric cooperatives to tackle industry-related challenges, like cybersecurity and an ever-changing energy landscape.

Concern for community. Our communities are key to who we are as cooperatives. We serve our communities not only by providing an essential service, but by helping power our local economy. Whether through economic development, volunteerism, or donations to local causes, we invest in our communities because they are our homes too.

I think you'll find that most cooperatives bring good people together to make good things happen. We hope you feel that way about ECI REC.

On behalf of everyone at East-Central Iowa REC, we're thankful for your membership, and we hope you have a wonderful Thanksgiving! 🙏



Community born.
Community led.
Focused on YOU.



Privacy Policy for East-Central Iowa REC

Our Commitment to Privacy: At East-Central Iowa REC, confidentiality is very important to us. As we continue to improve and expand our services and delivery channels, we recognize our customers' need and desire to preserve their privacy and confidentiality. East-Central Iowa REC recognizes the trust you have placed in us and is committed to safeguarding 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 nonpublic 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 customer has requested it;
- » 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 just mentioned, that third party must agree to adhere to privacy principles that provide for keeping such information confidential.

Limiting Employee Access to Information: East-Central Iowa REC 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 who 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 safeguard 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. East-Central Iowa REC will respond to requests to correct inaccurate information in a timely manner.

At East-Central Iowa REC, we value our customer 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 East-Central Iowa REC protects your information, please contact us at 877-850-4343 or email ecirec@ecirec.coop.

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Telephone: 319-443-4343
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a. Total no. of copies	7,325	7,340
b. Paid/requested circulation: (1) Mailed outside - county mail subscriptions stated on PS Form 3541	7,278	7,282
c. Total paid distribution	7,278	7,282
d. Free or nominal rate distribution	0	0
e. Total free or nominal rate distribution	0	0
f. Total distribution	7,278	7,282
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We thank you for your service.

Veterans Day 2021

YOUR BOARD

Board District 1 - Jeff Elliott
(2021/2022 Vice President)

Board District 2 - Julie Kester
(2020/2021 Asst. Secretary/Treasurer)

Board District 3 - Brian McNulty

Board District 4 - Gary McKenna

Board District 6 - Don Shonka

Board District 8 - Nick Donlea

Board District 9 - Steve Rau
(2021/2022 President)

Board District 10 - Ryan Kress
(2021/2022 Secretary/Treasurer)

CLASSIFIEDS: Free to members only

FOR SALE: Schwinn® exercise bike, very good condition, \$135; 26" Ariens® 926LE snowblower, 9 hp, electric start, very good condition, \$350. Ph: 319-654-4151.

Please email your ad to classifieds@ecirec.coop. Ads for the Jan./Feb. 2022 *Heartland Link* must be received by Dec. 1, 2021.

East-Central Iowa REC will publish non-commercial advertisements as a service to our members. All ads are free. They may be submitted by any member or employee of East-Central Iowa REC. Ads should contain a phone number, name (if desired), a brief description of items with price if applicable. Each ad is limited to maximum of 50 words; please type or print clearly. Editor reserves the right to edit or reject any ad. No ads will be taken over the telephone—please email, mail, or bring your ad to the office.

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CLIP AND MAIL

See page 2 for the Member Challenge questions.

Answers: 1. _____ 2. _____ 3. _____

Please note: NO ANSWERS will be taken over the phone.

Find tools for members at
www.ecirec.coop



24-Hour Bill Pay With SmartHub

See account information at ecirec.smarthub.coop or download the app.



Outage Center & Map

View current outages via SmartHub or at outages.ecirec.coop:81.



Online Forms

Access rebate, service request, and program sign-up forms.



Call Before You Dig

Notify utilities before you dig at www.iowaonecall.com or call 811.



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Get discounts on everyday expenses. Visit www.connections.coop or download the mobile app.



Heartland Link E-Newsletter

Email ecirec@ecirec.coop and ask to receive our newsletter via email.



Iowa Rural Power

Join grassroots advocates for Iowa's electric cooperatives. Visit www.iaruralpower.org.



CEO TERESA FLOYD

Message From the CEO: It's a Matter of (Cooperative!) Principles

I KNOW I SPEAK FOR ALL East-Central Iowa REC employees when I say we are thankful to live and work in the communities we serve. After all, serving our local communities is the key to the cooperative difference.

There are many types of cooperatives, and you may be a member of a few. While we work in different industries, we all share a passion for serving our members and helping our communities thrive.

I am a firm believer in the cooperative business model, as well as the seven principles all cooperatives adhere to. These principles reflect our core values of honesty, transparency, equity, inclusiveness, and service to the greater community good. Let's take some time to reflect on the Seven Cooperative Principles and how they have not only stood the test of time, but provide a framework for the future.

Voluntary and open membership. Like all cooperatives, ECI REC was created out of necessity—to meet a need that would otherwise have been unmet in our communities. In 1937 and 1938, a group of neighbors banded together and organized our electric cooperative so everyone in and around Benton and Buchanan Counties

continued on page 10