

heartland LINK

A publication of East-Central Iowa Rural Electric Cooperative



Add Insulation to Save This Winter

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SWITCH TO AN ELECTRIC LEAF BLOWER

page 5

Electric options are versatile, mobile, and inexpensive.



HEAT PLUS

page 5

Save up to 50% on winter heating bills.

BUDGET BILLING

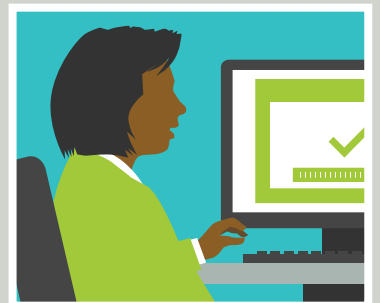
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Sign up and get predictable monthly payments.

CYBER SECURITY

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Learn how to defend yourself from cyber criminals.



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OCTOBER IS NATIONAL CO-OP MONTH

take the member challenge

1. **ENERGY WISE:** Even adding _____ to a newer home may pay for itself within a few years.
2. **KEEPING THE LIGHTS ON:** ECI REC offers _____ to make financial planning easier and help members anticipate monthly costs.
3. **SAFETY:** Be aware that every major internet-connected _____ comes with its own factory-installed password, which you should change right away.

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 October 1. Sixteen names will be drawn from all correct entries. Members will not be allowed to win more than once per calendar year.

challenge winners ^{last issue's}

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

John Reiss

Lee Demoss

Mary Halva

Keith McGowan

Roxann Schwartz

Dick Howe

DeWayne Cronbaugh

David Inman

Loretta Rasmussen

Roger Fox

Porcia Grover

Patricia Delong

Marc Trenkamp

Sandra Tempel

Orville Miller

Harry Fox

Calendar Notes

CLOSED

Monday,
September 6
for Labor Day

Thursday,
November 11
for Veterans Day

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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Lisa Franck
Manager of Communications
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Nathan Groom
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ADDRESS

2400 Bing Miller Lane
PO Box 248
Urbana, IA
52345-0248

PHONE

319-443-4343

TOLL FREE

877-850-4343

FAX 319-443-4359

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.

Add Insulation to Save This Winter

an Energy Wise feature courtesy of energy.gov

UNLESS YOUR HOME was specially constructed for energy efficiency, you may be able to reduce your energy bills by adding more insulation. Many older homes have less insulation than homes built today. Even adding insulation to a newer home may pay for itself within a few years.

To determine whether you should add insulation, you first need to find out how much insulation you already have in your home and where it is. A qualified home energy auditor will include an insulation check as a routine part of a whole-house energy assessment. An energy assessment, also known as a home energy audit, will also help identify areas of your home that are in need of air sealing. (Before you insulate, you should make sure that your home is properly air sealed.)

If you don't want an energy assessment, you need to find out the following for yourself:

- » Where your home is and is not properly insulated
- » What type of insulation you have
- » The R-value and the thickness or depth (inches) of the insulation you have*

INSPECTING AND EVALUATING YOUR INSULATION


Check the attic, walls, and floors adjacent to an unheated space, like a garage, basement, or crawlspace (as seen on the cover). The structural elements are usually exposed in these areas, which makes it easy to see what type of insulation you have and to measure its depth or thickness (inches).

Inspect the exterior walls by using an electrical outlet:

1. Turn off the power to the outlet.
2. Remove the outlet cover and shine in a flashlight. You should be able to see if there is insulation in the wall and possibly how thick it is.
3. Pull out a small amount of insulation if needed to help determine the type of insulation.
4. Check outlets on all floors as well as old and new parts of your house. Just because you find insulation in one wall doesn't mean that it's everywhere.

Inspect and measure the thickness (inches) of any insulation in unfinished basement ceilings and walls, or above crawlspaces. If the crawlspace isn't ventilated, it may have insulation in the perimeter wall. If your house is relatively new, it may have insulation outside the basement or foundation walls. If so, the insulation in these spaces won't be visible. The builder or the original homeowner might be able to tell you if exterior insulation was used.

NEXT STEPS & RESOURCES

- » Once you've determined the type of insulation you have in these areas and its thickness (inches), see the **U.S. Department of Energy's online insulation fact sheet** to determine the R-values of insulation previously installed in your home.
- » When you find out the R-values of your insulation, you can then use the **Home Energy Saver tool** to determine how much insulation you should add and where you should add it for maximum energy efficiency.
- » The **Home Energy Saver calculator** also provides recommendations on energy upgrades, including insulation, and their rate of return. 

*Thickness must not be used as the sole factor in determining the R-value of loose-fill insulation, particularly for attic insulation.

Members Save With ECI REC Weatherization Incentives

an Energy Wise reminder

Requirements (with or without LIHEAP)

- » Must have electric heat and/or central air (homes with natural gas do not qualify).
- » Home must be built prior to 2000.
- » Must be upgrade to existing home (new additions do not qualify).
- » Project cost must be \$150 or more (labor costs for self-installed projects cannot be included).

Electric Heat (with or without air conditioning)

- » Attic/Ceiling Insulation - 60% up to \$600
- » Wall Insulation - 60% up to \$600
- » Foundation Insulation - 60% up to \$600
- » Infiltration Control - 60% up to \$200
- » Duct Insulation/Sealing - 60% up to \$200

Maximum rebate per home \$2,200

Central AC Only (non-electric heating)

- » Attic/Ceiling Insulation - 15% up to \$150
- » Wall Insulation - 15% up to \$150

Maximum rebate per home \$300

LIHEAP QUALIFIED

(See **LIHEAP weatherization income guidelines on page 4**)

Electric Heat (with or without air conditioning)

- » Attic/Ceiling Insulation - 80% up to \$800
- » Wall Insulation - 80% up to \$800
- » Foundation Insulation - 80% up to \$800
- » Infiltration Control - 80% up to \$200
- » Duct Insulation/Sealing - 80% up to \$200

Maximum rebate per home \$2,800

Central AC Only (non-electric heating)

- » Attic/Ceiling Insulation - 20% up to \$150
- » Wall Insulation - 20% up to \$150

Maximum rebate per home \$300

State Releases 2021-2022 LIHEAP Requirements

an Energy Wise update

THE 2021-2022 Low-Income Home Energy Assistance Program (LIHEAP) helps qualifying low-income Iowa homeowners and renters pay for a portion of their primary heating costs for the winter heating season. The assistance is based on household income, household size, type of fuel, and type of housing.

If you are not sure where to apply, dial 211 or visit <https://humanrights.iowa.gov/dcaa/where-apply> to contact your local community action agency.

You may also write to: **LIHEAP, Iowa Department of Human Rights, Capitol Complex, Des Moines, IA 50319.** 

HOW TO APPLY FOR LIHEAP

WHEN TO APPLY

- » Elderly (60 and over) and/or disabled: October 1, 2021, to April 30, 2022
- » All other households: November 1, 2021, to April 30, 2022

WHAT TO TAKE

- » Proof of income for all household members age 19 and over; depending upon your household income type, income documentation from the past 30 days, the last 12 months, or the last calendar year—whichever is easier or more beneficial for you
- » Proof of Social Security numbers for **all household members** (documentation required)
- » Most recent heat bill
- » Most recent electric bill

WAGE EARNERS

- » Please bring copies of your check stubs for the 30-day period preceding the date of application, or a copy of your most recent federal income tax return.

FIXED INCOME

- » This income may include: Social Security Benefits, Supplemental Security Income, Family Investment Program, Veteran's Assistance, Unemployment Insurance, and pensions. Please bring copies of your check stubs from the previous 30 days.

SELF-EMPLOYED/FARMERS

- » Please bring a copy of your most recent federal income tax return.

FIP RECIPIENTS

- » Please bring your current DHS Notice of Decision or contact your local office for acceptable document information.

If you receive alimony or child support, it will also need to be verified. Additional income not listed here may be required.

INCOME MAXIMUMS

Household Size	Annual Gross Income
1	\$25,760
2	\$34,840
3	\$43,920
4	\$53,000
5	\$62,080
6	\$71,160
7	\$80,240
8	\$89,320

For households with more than eight members, add \$9,080 for each additional member.



Photo credit: Touchstone Energy


Revolving Loan Fund Supports Local Economy

a Community Connected article

BUSINESS OWNERS TAKE NOTE—your project may be eligible for a loan through the ECI REC Revolving Loan Fund. Anyone may apply for a loan for any community or economic development project that benefits the rural area, such as new or expanding private businesses, non-profit groups, and city or county governments. Loan recipients are not required to receive electric service from ECI REC.

“One of ECI REC’s core goals is supporting the growth and development of our members’ hometowns,” said CEO Teresa Floyd. “The recipients of these loans are assets to their communities, and they’re key to helping ensure the long-term viability of the rural economy.”

The Loan Review Committee and the ECI REC Board of Directors consider the financial need of the project; the probability of success; the benefits of the project to the rural area, including the number of jobs to be created or retained; diversification of the economy; quality job creation in terms of pay scale and benefits packages; and community development projects and improvements to the community infrastructure.

Please call 877-850-4343 for more information on loan requirements and terms. 

Energy Efficiency Tip of the Month

Energy used for cooling and heating your home makes up the largest portion of your monthly energy bills.

By combining regular equipment maintenance and upgrades with recommended insulation, air sealing, and thermostat settings, you can save about 30% on your energy bills while helping our environment.

Source: energy.gov

Why You Should Switch to a Cordless Electric Leaf Blower

an Energy Wise feature



BENEFICIAL
electrification

A SMARTER WAY TO POWER YOUR LIFE

TIRED OF WEARING OUT your arms raking or running your old gas leaf blower? Maybe getting stuck at the end of a corded leaf blower isn't your idea of fun either.

If you're looking for a more versatile option to help you enjoy yard work again—or at least make it less of a chore—a cordless electric leaf blower might be a great fit. Here are some of the pros and cons of going cordless and electric:

BENEFITS

More mobility – One of the most frustrating things about corded leaf blowers is the cable. Cordless models eliminate the need to constantly check how much length you have left, giving you complete freedom of movement.

Lightweight – Lugging a heavy leaf blower through a vast garden can be a pain. Luckily, cordless leaf blowers are lightweight and easy to carry. Some cordless models even weigh less than five pounds.

Inexpensive – Cordless leaf blowers are often less expensive than their corded counterparts. Models with more features are more expensive, but there are great budget options available.

Multiple power options – You can choose between battery- and gas-powered models when you go cordless. However, battery-powered electric leaf blowers are less noisy, more environmentally friendly, and require less maintenance.

DISADVANTAGES

Shorter run time – Battery-powered cordless leaf blowers have limited operating time, making them great for smaller, less frequent jobs. If you often perform big jobs, a corded model might remain the best fit.

Less power – If you opt for a battery-powered model, you won't get as much blowing power as you would with a gas engine.

Cordless leaf blowers are a great option for cleaning gutters, blowing away freshly fallen snow, and cleaning up leaves and dirt. If you don't mind a little less power and a shorter run time, opt for a battery-powered model over one with a gas engine. Electric cordless leaf blowers produce no harmful emissions, helping you get the job done and protect the environment. 🌱

Photo credit Bogdan Hoda | Dreamstime.com

Choose the Heat Plus Rate for Winter Savings

From October 1 to May 31, ECI REC offers a special Heat Plus rate that can save qualifying members up to 50% on winter heating bills. If you're making HVAC upgrades or building new, this rate helps earn you a faster return!

The current rate is .0485 cents/kWh. To qualify for the Heat Plus rate, your heating system must:

- Be electric and metered separately.
- Use the primary electric heating source first, with the backup system operating only when the primary system is unable to satisfy the indoor thermostat setting.
- Use the primary electric system to heat an area of 400 square feet or more.
- Use a 50-gallon or larger electric water heater to provide 100% of the domestic water heating for the home (except for the energy supplied from an electric heat pump desuperheater).

Call 877-850-4343 to see if your home, office, business, or shop qualifies for these savings!



Photo credit: Whirlpool Corporation/Straight Talk

RECare Supports Members in Need

a Community Connected article



CONTRIBUTING TO RECare is one easy way to help fellow members! The program distributes funds to low-income energy consumers in Benton and Buchanan Counties via community action agencies. Donations help pay these members' heating bills or weatherization costs.

ECI REC would like to thank all members who are giving to others in our communities. Even a small amount can help those less fortunate. From July 2020 to June 2021, 74 members contributed to RECare through monthly contributions. Thirteen members contributed via one-time donations. Members contributed \$7,838, an increase of \$1,693 from last period. Those donations assisted 8 members in need, with an average assistance of \$392.89 going to each household.

Help ECI REC reach our goal of exceeding that number of participants in 2021-2022! To sign up for RECare or make a one-time donation, call 877-850-4343 or fill out and return the form on ecirec.coop under Account Services, Member Programs, RECare Program. 🌱

Budget Billing Levels Monthly Payments for Members

a Keeping the Lights On reminder

ECI REC OFFERS BUDGET BILLING to make financial planning easier and help members anticipate monthly costs. We calculate your monthly payment based on your 12-month usage history. Accounts are periodically reviewed to ensure payments match actual usage, so you do not face a large debit or credit at the end of the year.

There are several ways you can enroll:

- Go to ecirec.coop and complete the budget billing form, then submit by email or USPS mail.
- Email csr@ecirec.coop.
- Make an inquiry via SmartHub, under the Contact Us section.
- Call our toll-free number, 877-850-4343.
- Visit our Urbana headquarters building.
- Complete the budget billing form below and mail it to ECI REC | Billing | PO Box 248 | Urbana, IA 52345-0248.

Note: Budget billing only applies for members who have an ECI REC usage history of less than 3,000 kWh.



Get Smart Bonus Tip

Tired of paper clutter? Worried about forgetting a utility bill? The SmartHub online payment portal is the way to go.

You can sign up for automatic payments and paperless billing, plus access a wide range of account-related information. Register for SmartHub today at ecirec.smarthub.coop.



YES, tell me my monthly budget amount.

Name: _____

ECI REC Account No.(s): _____

Address: _____

City: _____ State: _____ Zip: _____

Daytime Phone: _____

Email: _____



CIPCO Celebrates Opening of Wapello Solar

a Keeping the Lights On feature courtesy of CIPCO

Photo credit: CIPCO

IN APRIL, Central Iowa Power Cooperative (CIPCO), Clēnera LLC, and RES (Renewable Energy Systems), cut the ribbon at Wapello Solar LLC in southeastern Iowa. Lieutenant Governor Adam Gregg, Senator Joni Ernst, and Representative Mariannette Miller-Meeks—along with landowners, local officials, and energy industry leaders—gathered to celebrate the successful completion of the 127.5 MWDC solar facility.

CIPCO is ECI REC's power supplier. The cooperative has a purchase power agreement (PPA) to purchase 100% of the power from Wapello Solar for 25 years. Clēnera partnered with RES to construct the facility in six months, creating approximately 250 jobs at peak construction. Despite beginning construction during the COVID-19 pandemic, Wapello Solar progressed with few delays and entered commercial operation in early 2021. 🌱



**WANTED:
Rural Iowa
high school
students
who have a
passion for
leadership**

Attend our webinar series in October for a chance to win Apple AirPods and a \$1,000 college scholarship! Learn more at IowaYouthTour.com



Attention, High School Students! Webinar series offers chance to bank scholarship bucks

a Community Connected announcement

THE IOWA YOUTH LEADERSHIP ACADEMY is a three-part webinar series open to high school students in the ECI REC service area who are interested in rural advocacy, electric cooperative career opportunities, and the cooperative business model!

Each Zoom session will be approximately one hour and can be attended on the student's own computer or mobile device.

- » Tuesday, Oct. 5, 7:00 p.m. – Cooperative Business Model
- » Thursday, Oct. 14, 7:00 p.m. – Rural Iowa Advocacy
- » Tuesday, Oct. 26, 7:00 p.m. – Civic Involvement and Leadership

At the end of each live session, one lucky attendee will be randomly selected to win a pair of Apple AirPods. Students who attend all three sessions will be entered into a random drawing for a \$1,000 college scholarship. To register or learn more, visit www.IowaYouthTour.com. 🌱

Four Ways to Combat Cyber Attacks

a Safety feature

NATIONWIDE, THE ELECTRIC GRID

is transforming into a “smart grid,” linking up to the internet to deliver electricity more reliably and efficiently. As a result, electric cooperatives are focused on blocking cyber threats from interfering with the grid.

You can also help defend against electronic mischief—and you should. Because when you use internet-connected devices—smartphones, computers, security cameras, printers, smart TVs, and even health monitors—you’re instantly connected to the grid.

Here are some top tips for defending against hackers:

1. Lock the front door. If you have Wi-Fi in your home, traffic comes in through your router. Create a strong password for that router, and set a reminder to change the password regularly.


1. Periodically change the password for your Wi-Fi router.
2. Use unique codes or phrases to create stronger passwords.
3. Do not click links or open attachments from unknown senders.
4. Update software regularly.

Source: NRECA



2. **Weak passwords make things easier for hackers.** A secure password uses combinations of upper- and lower-case letters, combined with numbers and special symbols. Be aware that every major internet-connected appliance comes with its own factory-installed password, which you should change right away.
3. **Stay vigilant.** If you receive an email with an attachment you weren’t expecting, don’t open it. If you get a message with a link you didn’t know was coming, don’t click it. Even if the message is from a friend, phone them and ask if they sent it. Hackers can send messages using your friends’ addresses.

4. Stay state-of-the-art. Your computer and other devices will regularly offer updates—install them. They often contain security updates to protect against the latest cyber threats. Updates will come to you directly through your computer, phone, or printer. Don’t be fooled by an email or message with a link to an update. Go online and research any updates to your device.

October is National Cybersecurity Awareness Month, and the Department of Homeland Security has declared this year’s theme, “If you connect it, protect it.” That’s good advice for your home—and for the electric grid. 



AVOID UTILITY SCAMS


Scammers will threaten you with everything from shutting off power to your home to legal action. Don’t fall victim to these types of scams.

Source: NRECA

EVERY DAY, millions of Americans are targeted by scammers. Scammers’ tactics change often.

We want you to be aware of two trending scam tactics. One is the overpayment trick, where a scammer contacts you and claims you have overpaid your utility bill. The scammer will say they need your personal banking information to deposit the credit back into your checking account. Don’t fall for this scam! If you overpay on your energy bill, ECI REC will automatically apply the credit to your account, which will carry over to your next billing cycle.

Another trending scam is “smishing” (short for SMS phishing). Many consumers know to watch out for suspicious emails but tend to trust text messages. Always question suspicious texts, especially from someone claiming to represent a utility. ECI REC will only send you a text if we will be performing a planned outage.

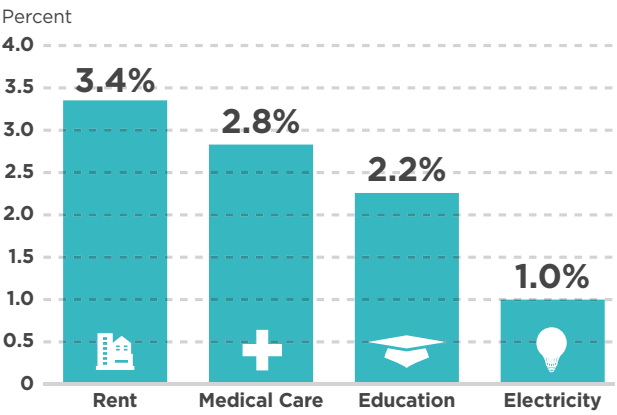
Please report any utility scams to ECI REC so we can let others in our community know. Together, we can help prevent our friends and neighbors from being victimized. 

ELECTRICITY REMAINS A GOOD VALUE

When you look at price increases of common expenses over the last five years, it's easy to see electricity remains a good value!

Source: U.S. Bureau of Statistics Consumer Price Index

Average Annual Price Increase 2015-2020



Help Influence Energy Policy

a Looking Out For You article

TODAY MORE THAN EVER, what is happening in Des Moines, Iowa, and Washington, D.C., can impact your cost of power and its reliability. Through political action committees (PACs), members can support the campaigns of those officials who have shown themselves supportive of our goals. Because it is illegal for co-operative funds to be contributed to election campaigns, these PACs rely on donations from cooperative employees, directors, and members like you.

The two PACs members can consider donating to are the Action Committee for Rural Electrification (ACRE), which sends funds to candidates for federal elections, and the Friends of Rural Electrification (FORE), which supports candidates running for state office.

Sign up today by filling out the form below. Return form to:
ACRE/FORE - ECI REC
2400 Bing Miller Lane
PO Box 248
Urbana, IA 52345-0248

Feeling stressed this harvest season? WHAT'S YOUR PLAN?

Breakdowns. Long hours. Setbacks. There is no way to predict what harvest will bring.
Have your PLAN in place to manage your stress for a safe and healthy harvest.



P

Prepare for the season

With preparation, some stress can be avoided. Anticipate the demands of harvest and plan ahead. For example, prep healthy meals, fuel equipment and perform routine maintenance ahead of schedule. **What can you do to prepare?**



L

Lean on loved ones

Seeking support from others rather than taking on everything yourself can help reduce stress. Text or call a friend or family member when you need support. **Whom can you lean on?**



A

Activate coping mechanisms

Coping mechanisms can help manage stress. They include engaging in physical activity, finding ways to make yourself laugh and carving out time for hobbies. **Which coping mechanisms will you use?**



N

Nip negative self-talk

Negative self-talk leads to decreased morale and feelings of hopelessness. When your inner critic nags, be kind to yourself and remember thoughts are not reality. **How will you tell your inner critic to take a hike?**

Content developed by Josie M. Rudolphi and Courtney Cuthbertson, University of Illinois Extension

Yes, I will support ACRE and FORE.

☐ I will make a one-time contribution of \$_____. My check is enclosed. *Make checks payable to REC Transmittal Account.*

☐ I will contribute monthly. Please add \$_____ each month to my electric bill.

Name: _____

Address: _____

City: _____ State: _____

Zip: _____

Account Number: _____

Email: _____

Signature: _____

Date: _____



Need immediate assistance?

Iowa Concern Hotline:
1-800-477-1985

National Suicide Prevention
Lifeline: 1-800-273-8255





a Keeping the Lights On spotlight

IN JULY, Operations Assistant Teresa Schremser announced her retirement. After serving ECI REC's members for over 42 years, Teresa wrapped up her time with the Cooperative on September 1.

Teresa began her career with ECI REC's parent cooperative, Buchanan County REC, in March 1979. She was an assistant billing clerk, working with three other experienced women. She has served our membership in six different roles, including costs records clerk and cost records accountant. In 1997, she carried a double title of Operations assistant and office supervisor. Teresa worked long days during that time, starting in Operations each morning and moving to the office in the afternoon.

Teresa has seen a lot of change over the years. She recalls when members read and figured their own bills. A dial-up line was needed to transmit data to a cassette tape, and Teresa's role was to key in their data daily.

Several times in her career Teresa was called in to work outside business hours due to storm outages—once on the night of her wedding anniversary! Her husband, Bob, brought her flowers to the office. For Teresa, the most enjoyable part of her career has been serving ECI REC's members.

"We will miss her work ethic, her dedication to the membership, and all the knowledge she has shared over the years," said Operations Manager Tom Schmitt.

Congratulations and thank you, Teresa! We wish you all the best in this next chapter. 🍷



What Is Your Alarm Telling You?

a Safety feature

SMOKE ALARMS

- » A continued set of three loud beeps—beep, beep, beep—means smoke or fire.
- » Get out, call 911, and stay out.
- » A single "chirp" every 30 or 60 seconds means the battery is low and must be changed.
- » All smoke alarms must be replaced after 10 years.
- » Chirping that continues after the battery has been replaced means the alarm is at the end of its life and the unit must be replaced.

CARBON MONOXIDE (CO) ALARMS

- » A continuous set of four loud beeps—beep, beep, beep, beep—means carbon monoxide is present in your home.
- » Go outside, call 911 and stay out.
- » A single chirp every 30 or 60 seconds means the battery is low and must be replaced.
- » CO alarms have "end of life" sounds that vary by manufacturer. This means it's time to get a new CO alarm.
- » Chirping that continues after the battery has been replaced means the alarm is at the end of its life and the unit must be replaced. 🐾



STRATEGIC PLANNING

Photo credit: Andrei ASKIRKA | Dreamstime.com


Message From the CEO

continued from page 12

on a plan that prioritizes the following strategic goals and objectives, which will be implemented over the next two to three years:

- » Building member trust through modern options and outreach
- » Monitoring and improving technology health
- » Improving safety culture
- » Investing in infrastructure to enhance service reliability
- » Ensuring reliable and affordable power supply
- » Maximizing return on employee investment
- » Promoting financial strength and stability

Our strategic plan is still in process and will be approved later this year, but I believe this list reflects our best efforts to advance our mission, vision, and strategies for moving our Cooperative forward. We are embracing “Powering Possibilities”—the theme of this year’s Annual Meeting of the Members—to best serve you with safe, affordable, and reliable electricity in an environmentally friendly manner.

We expect a lot of new and exciting things to take place in the coming years. We promise to remain committed to serving our members as we move forward with strategic planning and budgeting for next year. Our vision is to make a difference in the lives we serve, and we will strive to keep that vision before us as we plan for the future. 

Our Mission Is ...

To demonstrate the advantages of your member-owned Cooperative.

Our Vision Is ...

To make a difference in the lives of those we serve.

YOUR BOARD

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

Board District 2 - Julie Kester
(2021/2022 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)

Questions or Complaints

ECI REC strives to provide you with the best service at the lowest possible cost. But sometimes you have questions regarding your electrical service or billing, or possibly a complaint. We would like to know. Please contact us! Our office hours are from 7:30 a.m. to 4:00 p.m., Monday through Friday.

Local phone: 319-443-4343
Toll free: 877-850-4343
Fax: 319-443-4359
Email: ecirec@ecirec.coop
Mail: 2400 Bing Miller Lane,
PO Box 248, Urbana, IA 52345

If you have a complaint related to East-Central Iowa REC's service, rather than its rates, and the complaint is not resolved, you may request assistance from the Iowa Utilities Board.

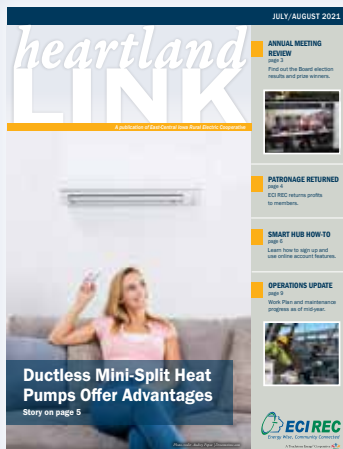
Toll free: 877-565-4450
Fax: 515-725-7399
Email: customer@iub.iowa.gov
(in subject area, note customer service)
Mail: Customer Service, Iowa Utilities Board,
1375 Court Avenue, Room 69, Des Moines,
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CLIP AND MAIL

See page 2 for the Member Challenge questions.

Answers: 1. _____ 2. _____ 3. _____

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

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CEO TERESA FLOYD

Message From the CEO: Strategic Planning Keeps ECI REC's Vision Front and Center

FALL IS JUST AROUND THE CORNER. For ECI REC, that means strategic planning and beginning next year's budgeting process. It is the responsibility of the Board of Directors to decide how to protect and use our resources to provide the most benefits to our members. Your Board is charged with overseeing and directing ECI REC's strategic goals and initiatives, as well as the financial health of the Cooperative. I assure you that your Board takes its responsibilities seriously and does a fantastic job looking out for the well-being of ECI REC and our members.

Your Board of Directors approved a Cooperative-wide, three-day strategic planning session. It was held in late June and conducted by a professional facilitator familiar with the industry. There were two employee sessions in addition to the Board and management session.

The purpose of annual strategic planning is to identify and align ECI REC's organizational direction. While keeping our vision and mission statements before us, we assessed what we have accomplished this year and what we may need to consider for next year. The consensus of this year's session was that ECI REC will work