

heartland LINK

A publication of East-Central Iowa Rural Electric Cooperative



Sumner Substation Gets Transformer Upgrade

Story on page 3

DIVIDENDS RETURNED

page 3

ECI REC Board votes to return patronage to members.



FOOD PANTRY SUPPORT

page 4

Cooperative gives to three area food banks.



SUMMER TIPS

page 5

Money- and energy-saving tips for when Iowa temps rise.

POWER SUPPLIER REPORT

page 10

CIPCO annual review from ECI REC Board Rep. Allen Albers.



03 DIVIDENDS RETURNED

ECI REC Board votes to return patronage to members.

04 FOOD BANK SUPPORT

Cooperative gives to three area food banks.

04 MOVE OVER, SLOW DOWN**05 TIPS FOR SUMMER**

Ways to save energy when Iowa heat hits.

05 IN THE OFFICE

Staff is back in newly updated front office spaces.

06 LED REBATES

Install LEDs before rebates expire.

06 SCAM ALERT**07 HOW TO SIGN UP**

SmartHub signup directions.

07 PULL THE PLUG**08 IOWA ONE CALL**

Summer digging? Make the call!

09 COOP CONNECTIONS®

Use it for savings on summer fun.

09 METER TAMPERING**09 FARM PROGRESS**

The show will go on! Visit the co-op building.

10 POWER SUPPLIER REPORT

CIPCO annual review.

11 CELEBRATING STEVE

Thank you for your years of service!

05 THE VALUE OF ELECTRICITY**11 BOARD OF DIRECTORS****12 RETURNING NEXT ISSUE: MESSAGE FROM CEO FLOYD!**

our members say thank you

“Thank you for all you do! Stay safe!”

DOUG AND LUANN RECK

“Thank you so much for selecting my name in the Member Challenge contest. I was pleasantly surprised. I read your newsletter from cover to cover and get a lot of good information from it! Thanks again.” **PHYLLIS SCHLUETER**

“Thank you for drawing my name for one of the Member Challenge \$10.00 credits. I want you to know I enjoy completing the questions in every issue!”

ANNA MAY MUNSON

take the member challenge

1. COOPERATIVE DIFFERENCE: ____% of the 7,141 memberships that received money back are active member-accounts currently receiving electricity from ECI REC.

2. ENERGY WISE: Planting shrubs and trees to shade _____-facing windows can help keep your home cooler from the outside, saving A/C.

3. SAFETY: Always call ____ or file your locate requests online before you get started, so we can mark your underground utility lines.

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 August 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 May/June 2020 *Heartland Link* entries. These members will receive a \$10 credit on their account.

Dale Seeck

Gary & Jill Mills

Donald Miner

Laverne Halstead

Virgil Manson

Orville & Julie Miller

Larry Noe

Ed Dickerson

Robert Busler

Jim Estes

Larry & Deb Christanson

Robert & Patricia Havlik

Craig Finholt

Mike & Pam Ratchford

James Sadler

Harold Munson

Calendar Notes

July 3 – Closed for Independence Day

Sept. 7 – Closed for Labor Day

Contact ECI REC

EMAILS

memberservices@ecirec.coop
(rebates, product sales)

csr@ecirec.coop
(billing, new customers)

WEB SITE

www.ecirec.coop

MANAGEMENT TEAM

Teresa Floyd
Chief Executive Officer
Ext. 450
teresa.floyd@ecirec.coop

Tom Schmitt
Line Superintendent
Ext. 519
tom.schmitt@ecirec.coop

Adam Albertsen
Director of Member Service
Ext. 503
adam.albertsen@ecirec.coop

Lisa Franck
Manager of Communications
Ext. 472
lisa.franck@ecirec.coop

Nathan Groom
Information System Administrator
Ext. 410
nathan.groom@ecirec.coop

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)



OPERATIONS NEWS
OUTAGE UPDATES

facebook.com/eastcentraliowarec


Board Returns \$565,413 to Members Via Patronage Dividends

a Cooperative Difference announcement

AT ITS MAY MEETING, the ECI REC Board of Directors approved the retirement of \$565,413—100% (\$465,413) of 2005 margins and 11.75% (\$100,000) of 2016 margins—to members of the Cooperative. In June, 6,037 member-accounts that received electricity from ECI REC in 2005 and/or 2016 received money back. These dollars represented your share of the deferred patronage dividends (profits) the Cooperative earned in 2005 and 2016. In the past 10 years, ECI REC has returned \$5,569,475 to its membership.

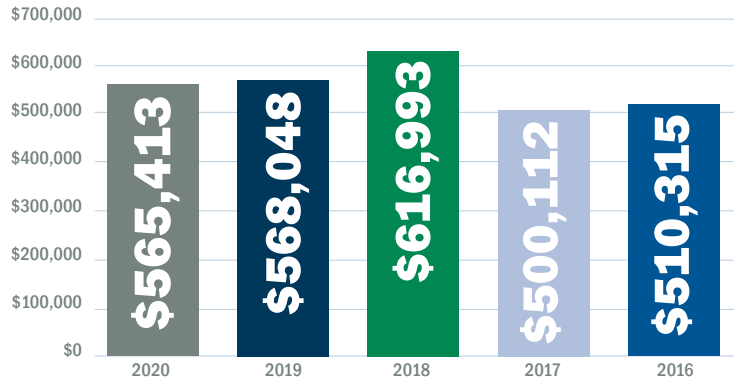
Eighty-four and a half percent (84.5%) of the 7,141 memberships that received money back are active member-accounts currently receiving electricity from ECI REC. These active member-accounts saw a credit on their June bills. The remaining member-accounts that are no longer active (not currently receiving electricity from ECI REC) received their credits in a mailed check. If you did not receive a credit on your June bill, you did not receive electric service from ECI REC in 2005 or 2016. Email the Urbana office at csr@ecirec.coop or call 877-850-4343 if you have any questions.

Since ECI REC is a nonprofit organization, members pay for their electricity at cost, and any margins left over at the end of the year after all expenses are covered are allocated in the form of patronage dividends. These margins include operating margins, which are generated directly by the sale of electricity to you. They also include non-operating margins, which consist of interest from our investment of spare cash and patronage dividend allocations. ECI REC receives these allocations through memberships with other cooperatives, from which we purchase goods and services.



Balance Forward		\$0.00
Facility Charge		
kWh Charges	1000 kWh @ 0.105	\$36.50
	151 kWh @ 0.093	\$105.00
County Tax		\$14.04
Total Electric Charges		\$157.10
Deferred Patronage Dividend		-\$46.85
Other Services & Credits		-\$46.85
Total Electric, Other Services & Credits		\$110.25
Total Amount Due 07/01/2020		\$110.25
\$1.65 (1.5%) late charge applies after 07/01/2020		\$111.90

RETURNING YOUR INVESTMENT 5-Year Patronage History



5-Year Total: \$2,760,881

As owners of the Cooperative, members provide equity by allowing ECI REC to hold on to these margins for a certain length of time. They are used to finance operations and system improvements, to cover the cost of maintaining the electric distribution system, and more. 🌱

COVER STORY: OPERATIONS UPDATES

Sumner Substation Upgrades and Work Plan Projects Move Forward

a Keeping the Lights On feature



Photos by Line Foreman Brian Reidy.

ECI REC CREWS have finished the yearly line patrol. At the Spring Creek and Van Horne substations, the contracted 2020 underground circuit inspections are complete. All needed repairs to the system have been made. The crews continue to work on daily construction, pole replacements, maintenance, and Work Plan projects to maintain safe and reliable power.

SUMNER SUBSTATION - In May, ECI REC crews upgraded the transformer from a 5 MVA to a 10 MVA. Due to economic growth on the south side of Independence, a larger capacity transformer was needed.

WORK PLAN PROJECTS - This year, ECI REC contractors are working to complete a four-year Work Plan. A total of 269 miles of power lines will be rebuilt by the end of 2020, with an estimated cost of \$17.7 million.

Highline Construction has been working to replace 26.5 miles of overhead distribution line. By mid-June, they had replaced 16.7 miles of line.

CRC Trenching has begun work on the 16.7 miles of underground distribution cable outlined in the Work Plan. As of May 22, 1.7 miles of underground distribution cable has been installed. Work will continue until the project is complete. 🌱

ECI REC Donates \$1,500 to Area Food Banks

a Community Connected article

AREA FOOD BANKS have been notably affected by these unprecedented times. Much of the food they take in comes from donations, and the economic hardships Iowans are facing due to COVID-19 are creating supply challenges. For some Iowa agencies, current needs have more than doubled since the COVID-19 crisis began.

Commitment to community is one of the seven cooperative



Left: ECI REC Board Assistant Secretary/Treasurer Gary McKenna presents a \$500 check to the Vinton Food Pantry. The staff shared that this amount will go a long way, as \$1.00 can buy one case of green beans. Photo credit: Courtesy photo. Middle: ECI REC Board President Steve Rau presents a \$500 check to the Fayette Food Bank. Photo credit: Courtesy photo. Right: ECI REC CEO Steve Marlow with Independence Area Food Pantry Director January Rowland and ECI REC Board Director Don Shonka. Photo credit: John Klotzbach.

principles. At a recent meeting, our Board of Directors moved to use some of ECI REC's Community Reinvestment Funds to donate \$500 each to the food pantries located in Benton, Buchanan, and Fayette Counties.

The Community Reinvestment Fund is financed by unclaimed patronage retirement checks, which the State of Iowa allows the Cooperative to utilize if the money is donated back to the communities in our service territory. As opportunities or needs arise, ECI REC uses the fund to support the communities we serve. All three of the food pantries were very grateful for the monetary donation. 🌱

August 10 Is Move Over or Slow Down Day

a Safety reminder



Safety message from Iowa's electric cooperatives

ON JULY 1, 2018, it became Iowa law that drivers are required to change lanes if possible or slow down when they approach any vehicle with flashing lights.

All vehicles displaying flashing or hazard lights are covered by the law, including private vehicles that may be stopped due to vehicle trouble or emergencies. There are two important things for drivers to understand about the law:

- » If you have an emergency situation and have to pull over on the side of the road, turn on your hazard lights. That allows oncoming traffic to better see you.
- » If you are traveling and see a vehicle—any vehicle—with lights flashing, you need to move over if you can or slow down to safely pass.

While the law only requires it for vehicles with flashing lights, for the safety of everyone involved it's a good practice to move over or slow down whenever you see a vehicle along the side of the road. The penalty for violating the Move Over law is \$100 plus surcharges and court costs. If you are cited for violating the law in a crash, you can lose your license. 🌱



Six Energy-Saving Summer Tips an Energy Wise article

Photo from Touchstone Energy Cooperatives

SUMMER IS OFFICIALLY HERE! Will your energy bills rise with the temperature outside? They don't have to! Follow these six energy-saving tips to keep your home—and your budget—nice and cool.

Keep your air conditioning vents clear. Make sure your floor vents aren't covered by furniture and rugs, and that your wall and ceiling vents have been dusted and cleaned. If needed, have your vents checked by a professional.

Seal in cool air. Look at your windows and doors. Are there spots where A/C is leaking outside? If so, get those spots sealed up. As a bonus, double-paned windows can lower your home's air loss by up to 50%.

Cook outside. Stoves and ovens let out a lot of heat, and using kitchen fans only adds to your energy bill. So why not take advantage of the nice weather by cooking outside?

Cover south-facing windows. In the summer, south-facing windows get the most sunshine. Keep the heat out by closing blinds during the day. Installing black-out curtains and white window hangings can also reflect sunshine (and heat) outside.

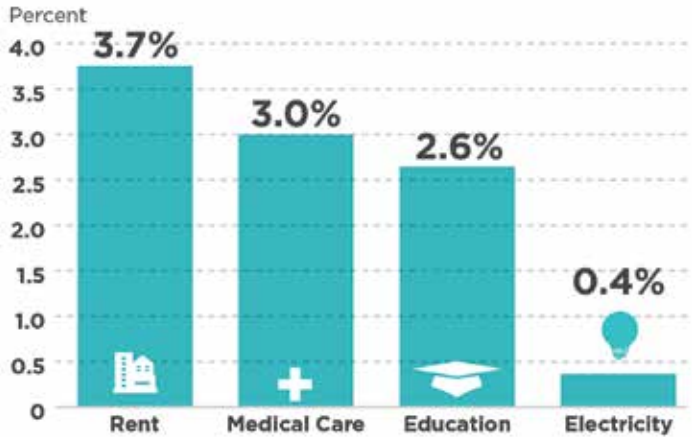
Shade your home. Planting shrubs and trees to shade south-facing windows can help keep your home cooler from the outside, saving A/C.

Run appliances at night. Dryers, washing machines, and dishwashers all generate heat. If you can, try running them during the cooler hours of nighttime. You can save even more if you wash clothes in cold water and air dry them. ♻️

ELECTRICITY REMAINS A GOOD VALUE

The cost of powering your home rises slowly when compared to other common expenses. Looking at price increases over the last five years, it's easy to see electricity remains a good value!

Average Annual Price Increase 2014-2019

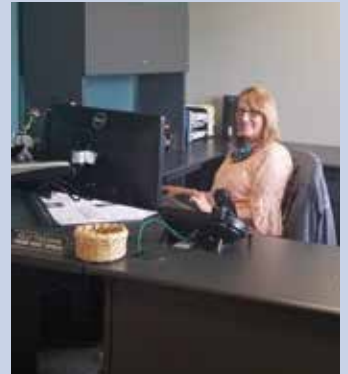


Sources: U.S. Bureau of Labor Statistics
Consumer Price Index

ECI REC Completes Lobby Remodel at Urbana Headquarters

a Keeping the Lights On update

Everyone is back in the Urbana Headquarters office in full force! The remodeling is complete and the furniture is in place. We'll continue to practice social distancing and remain mindful of using gloves, masks, and other personal protective equipment when needed. Here are a few pictures of the Consumer Services team, settled into their new work areas!



Photos by Lisa Franck

Lighting Rebates Are Burning Out

Interior LED lighting rebates will be gone after 2020

an Energy Wise reminder

ECI REC'S REBATE PROGRAMS are one way we encourage our members to consider new energy efficient technologies that lower energy bills and help the environment—today and in the years to come. However, it has become less feasible to offer rebate incentives on interior LED lamps and fixtures, as LED lighting becomes the industry standard and the cost to purchase these bulbs continues to decline. Beginning January 1, 2021, these rebates will no longer be available.

REBATES EXPIRING DECEMBER 31, 2020* Indoor LED Fixtures

- » 4 watts min: \$5/fixture (residential only)
- » 8–14 watts: \$10/fixture replacement
- » 15–49 watts: \$15/fixture replacement
- » 50–99 watts: \$25/fixture replacement
- » > 100 watts: \$40/fixture replacement
- » LED tubes: \$2/T12 or T8 replacement
- » LED high bay/troffer fixtures: Contact ECI REC

REBATES AVAILABLE 2020–2021 Outdoor Security LED Lighting*

- » 20–34 watts: \$10
- » 35–49 watts: \$20
- » 50–74 watts: \$40
- » 75–124 watts: \$50
- » > 125 watts: \$60


*All lamps and fixtures must be ENERGY STAR® or DesignLights Consortium™ qualified. Rebate forms for purchases made in 2020 are due into the office no later than January 20, 2021.

Why Choose Energy Efficient Lighting?

IN JANUARY, ENERGY.GOV reported you can save \$75 each year by replacing your home's five most frequently used light fixtures or bulbs with ENERGY STAR rated products. While the initial price of energy efficient bulbs is typically higher than incandescents, newer bulbs cost less to operate and don't need to be replaced as often, saving you money over the life of the bulb.

Compared to incandescents, halogen incandescents, and compact fluorescent lamps (CFLs), light emitting diodes (LEDs) have these advantages:

- » They typically use 25%–80% less energy than incandescents, saving you money.
- » They can last 3x–25x longer.
- » They are available in the wide range of colors and light levels you've come to expect.


	LEAST EFFICIENT 			
	60 Watt Incandescent	43 Watt Halogen	15 Watt CFL	12 Watt LED
	650–850 Lumens (Brightness)			
Percentage of Energy \$ Saved	0%	25%	25%	75-80%
Annual cost*	\$4.80	\$3.50	\$1.20	\$1.00
Bulb Life	1,000 Hours	1,000-3,000 Hours	10,000 Hours	25,000 Hours

*Based on 2 hours/day of usage, an electricity rate of 11 cents per kilowatt-hour.

Info Source: energy.gov

Rebates for Other Home Improvements

Don't forget that Nonbusiness Energy Property Tax Credits have been retroactively extended from December 31, 2017, through December 31, 2020! You can save if you have installed or are planning to install a new air-source heat pump, central air conditioning, or an electric heat pump water heater before the end of 2020.

- » Tax Credit: 10% of cost up to \$500 or a specific amount from \$50–\$300
- » Expires: December 31, 2020
- » Details: Must be an existing home and your principal residence. New construction and rentals do not apply. 

Protect yourself from utility scams.

With all of the confusion and uncertainty in our world today, scammers are taking advantage of these circumstances to target consumers by phone, email, and text.

If you receive a suspicious communication threatening immediate disconnection, please contact ECI REC directly at **877-850-4343**.



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.



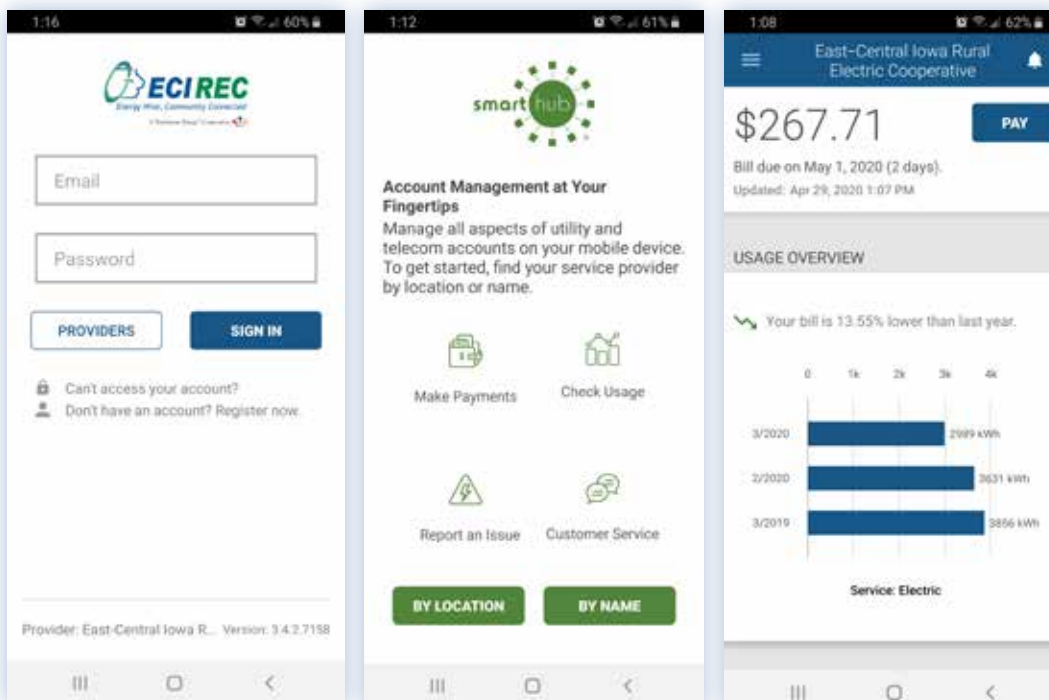
Not sure how to register for SmartHub?

We've got you covered!

1. Go to www.ecirec.coop and click the purple SmartHub icon near the footer.
2. From the SmartHub login page, click: "New User. Sign up to access our Self-Service site." The user registration screen appears.
3. Enter your ECI REC account number as printed on your bill. Also enter your last name or the business name associated with your account. Enter your email address; this will become your username. Click the Submit button. A secondary account-related registration screen appears.
4. 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.
5. Check your email for a message with a temporary password from ecirec@smarthub.coop.
6. Clicking the Login link takes you to the Change Your Password screen; create a new password. Click Submit.
7. 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.

YOU CAN ALSO GO MOBILE!

Manage your account like never before with the upgraded SmartHub. 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 the first time using the app, too! 📱



WE PAY YOU TO PULL THE PLUG

Recycle your old appliances through ECI REC's Pull the Plug partnership with CLEAResult out of Marion, Iowa.

- Refrigerators (full size), \$35 each
- Freezers, \$25 each
- Window air conditioners, \$25 each

Call CLEAResult at **855-838-7817** to schedule your pick-up today. Appliances must be operable at time of pick-up.

There is a limit of three appliances per year, per address.



**CALL 8-1-1
AT LEAST
TWO DAYS
BEFORE
YOU DIG**

Safety message from Iowa's electric cooperatives

Don't Assume You Know What's Below

a Safety guide

AUGUST 11 IS NATIONAL SAFE DIGGING DAY! Whatever your summertime projects may be—whether you're putting in a fence, planting a tree, or starting a garden—Iowa One Call is here to help you dig safely. Always call 811 or file your locate requests online before you get started, so we can mark your underground utility lines.

Things to Remember

You must contact Iowa One Call at least 48 hours (not including weekends and holidays) in advance of your plans to excavate. A ticket is valid for 20 calendar days from the time of the call. ALWAYS check the yard markings and your Iowa One Call Positive Response ticket status before you excavate.

When you contact Iowa One Call with a locate request, you'll be asked a series of questions:

- » What is your name, address, and phone number?
- » What type of work will you be

doing? (i.e., planting a tree, installing a fence)

- » What is the dig location's address (city, county, and nearest intersecting street)?
- » At the dig location, where will you be digging? (i.e., east side of house, within a five-foot radius of the white stake)
- » When will you be digging? (i.e., in three days, next week)

What Does NOT Get Marked by Iowa One Call?

Only the buried facilities registered with Iowa One Call will be located and marked. Private facilities will not be marked. These can include LP gas lines, sprinkler systems, gas grill lines, and more. Homeowners may call private locating companies to have their private facilities marked.

What Is the Tolerance Zone?


Paint and flag markings are approximate. The tolerance zone is 18" on either side of the markings. You

should hand dig with caution in the tolerance zone to expose the facility.

What Do the Paint and Flag Colors Indicate?

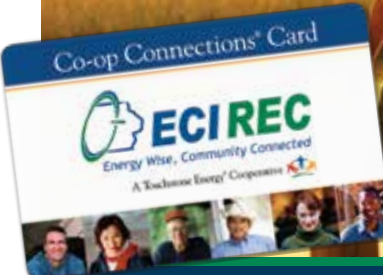
Underground facilities will be marked according to the APWA Color Code:

- » Red – Electric power lines, cables, and conduit and lighting cables
- » Yellow – Gas, oil, steam, and petroleum or gaseous materials
- » Orange – Communication, alarm or signal lines, and cables or conduit
- » Blue – Water, irrigation, and slurry lines
- » Green – Sewers and drain lines
- » Pink – Temporary survey markings
- » White – Proposed excavation
- » Purple – Reclaimed water

Before Iowa One Call arrives, it is extremely helpful for you to outline your proposed excavation site in white paint or with white flags to reduce any confusion as to where the proposed excavation will occur. 

KEEP IT REEL.

Because Co-op Connections® helps you save big and enjoy more.

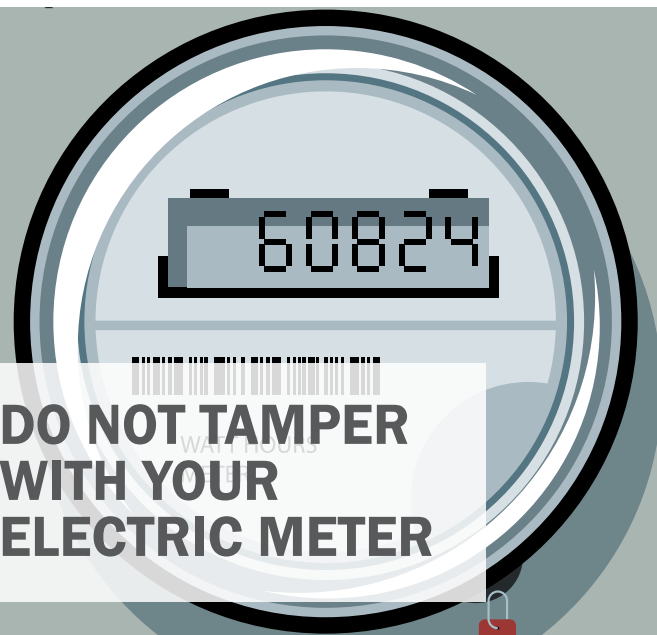


The One Card That Does It All®.
www.connections.coop



Download the
free app to save
without your card.

Misplaced your card?
Call us toll-free at 877-850-4343
or email ecirec@ecirec.coop.



- ⊘ Never break a meter seal.
- ⊘ Never open a meter base.
- ⊘ Never remove a meter or alter an entrance cable in any manner.

If you know or suspect that someone has tampered with their meter, please contact us immediately.



Visit Us at the Farm Progress Show!

a Community Connected invitation

THE FARM PROGRESS SHOW, our nation's leading outdoor farm show, will be back in Boone September 1-3. East-Central Iowa REC wants to see you there! Your Touchstone Energy® Cooperative will be located in the southwest quadrant of the show, at the Rural Electric Cooperatives of Iowa Lot 10S.

Stop by our lot to learn how to be safe around electricity, how to improve energy efficiency, and much more. Members are encouraged to register for prizes, get questions answered by Cooperative staff, and watch a high-voltage safety demonstration.

Hosted in Iowa every two years, the Farm Progress Show features the most extensive state-of-the-art information and technology available for today's agricultural producers. This major agricultural event gives visitors the opportunity to see the latest equipment, seed, crop chemicals, field demonstrations, livestock handling, equine events, rural life programs, entertainment, arts and crafts, and more.

The 2020 show will be held at the Central Iowa Expo, located at 1827 217th Street in Boone, Iowa. Learn more at www.farmprogressshow.com.

Bring this registration slip to the
Rural Electric Cooperatives of Iowa (Lot 10S)
at the **Farm Progress Show** to register
for a chance to win prizes!

NAME* _____
BUSINESS _____
ADDRESS* _____
CITY* _____ ST* _____ ZIP* _____
PHONE* _____
E-MAIL _____
My Electric Cooperative** _____

*Required information.

**Must be a member of a Rural Electric Cooperative in Iowa to win grand prizes.

The 2020 Farm Progress Show is Sept 1 - 3, at the intersection of Hwy. 30 and Hwy. 17 near Boone, Iowa.

Your Touchstone Energy® Cooperatives

2019 Central Iowa Power Cooperative Power Supply Report

From Allen Albers, Representative on the CIPCO Board of Directors



Allen Albers



IF 2018 WAS a groundbreaking year for Central Iowa Power Cooperative (CIPCO), then 2019 was a year of executing strategy. The opportunities afforded by change led to strategies to sustain connections within our broad electric cooperative network, as well as connections to CIPCO's proud past and future vision. The organization rolled up its sleeves and got to work implementing new strategic priorities and new generation projects designed to partially replace output from one of CIPCO's primary sources of energy, the Duane Arnold Energy Center (DAEC), which set to close in October 2020.

These new generation projects fall right in line with CIPCO's goal of providing a diverse, 24/7 energy portfolio. In particular, progress continued on Wapello Solar, a 100 MW facility on 850 acres in Louisa County. Developed by Clēnera, LLC, Wapello Solar is Iowa's largest solar project, and CIPCO will purchase 100% of its output. In 2019, we completed a transmission system impact study for the time Wapello Solar is placed into service. We worked with the developer as they obtained zoning approvals and a generating certificate from the Iowa Utilities Board. We expect Wapello Solar to come online in late 2020.

In addition, an \$85 million repowering project is taking place at the existing Summit Lake

Generating Station in Creston. The modernization project for the 70-year-old plant will retire the old steam engines and add 55 MW of efficient, natural-gas-fired reciprocating engines to CIPCO's portfolio. Significant work took place throughout the year, with Creston transmission crews rerouting substantial lines in preparation for the Summit Lake North substation deconstruction and rebuild. Demolition work is complete on the substation, the office building, the transmission garage, and the diesel plant. The new engines are expected to be in place and operational in late 2020.

East-Central Iowa REC and CIPCO strive to provide safe, affordable, and reliable power to our member-consumers across the system. When it comes to safety, we're proud of CIPCO's achievement of 2 million hours worked over 10 years without a lost-time injury. In addition, over 845 miles of rebuilt line have been implemented due to the Low Voltage New-to-Replace-Old (NTRO) program of 1986 and its expansion in 1995. NTRO, along with sound operating and maintenance programs, helps ensure our power supply system attains the high degree of reliability our member-consumers expect and deserve. CIPCO's system-wide 2019 outage rate was 0.44 hours per consumer. This is the eighth consecutive year in which outage

totals were less than the target of one hour per consumer. CIPCO's average outage total for 2019 for ECI REC was 0.10 hours per customer.

Financial strength is integral to our success and has led to strong credit ratings, stable rates that are now the lowest among G&Ts in the Midwest, and access to borrowing capital to cost-effectively complete system upgrades and enhancements. Fitch Ratings recently completed its annual review and affirmed CIPCO's "A" Issuer Default Rating and its Rating Outlook as Stable. The unexpected early closure of DAEC underscores the important actions taken over many years to manage risk and position CIPCO to withstand the loss of a vital generation resource. As a result, CIPCO has managed through this period of change by adjusting its future resource strategy and maintaining stable or declining rates as new cost-effective resources are secured. CIPCO's 2019 average system rate was the lowest in more than 10 years.

Returning patronage capital is a fundamental component of the cooperative business model. CIPCO remains dedicated to sound financial practices that allow margins to be returned to members in the form of patronage. In 2019, CIPCO returned patronage totaling \$746,412 to East-Central Iowa REC.

In today's energy-conscious world, CIPCO and ECI REC are committed

of service with ECI REC. She was hired as a cost records clerk by Benton County Electric Cooperative Association (a parent cooperative of ECI REC) and has worked as a general ledger administrator and director of finance and administration. For the past 17 years, she has served as manager of finance and consumer service. In that role, she has advised the CEO on the Cooperative's strategic direction, policy administration, regulatory compliance, financial planning, rate design, and staffing.

Throughout her career, Teresa has acquired knowledge of utility financials, consumer service management, and risk management. She graduated from the National Rural Electric Cooperative's Management Internship Program and completed the Cooperative Financial Professional Certificate Program. 🌱

Celebrating CEO Steve Marlow

a Cooperative Difference thank-you

AT THE BEGINNING OF

2020, Steve Marlow—CEO of East-Central Iowa REC—announced his retirement. Steve will wrap up his time with the Cooperative in early August.

Steve began his career as a lineman in June 1981 with ECI REC's parent cooperative, Buchanan County REC. He later became a line superintendent, then manager of operations and engineering in 1995. Steve has served the Cooperative's membership for over 39 years, including the past 7 years as ECI REC's CEO.

We thank Steve for his years of dedicated service to our Cooperative and wish him all the best in his retirement! 🌱



YOUR BOARD



Board District 1 - Jeff Elliott
(2019/2020 Vice President)

Board District 2 - Julie Kester

Board District 3 - Allen Albers

Board District 4 - Gary McKenna
(2019/2020 Asst. Secretary/Treasurer)

Board District 6 - Don Shonka

Board District 8 - Nick Donlea

Board District 9 - Steve Rau
(2019/2020 President)

Board District 10 - Ryan Kress
(2019/2020 Secretary/Treasurer)

CLASSIFIEDS: Free to members only

FOR SALE: Heavy tractor 3-point hitch bar, 31-1/2" long by 2 3/8" wide by 1" thick with (11) 3/4" holes, \$40.
Ph: 319-389-7816.

FOR SALE: Kirby vacuum sweeper with attachments, \$500; 22"x68" door mirror, \$20; one-room air conditioner, \$50; wood entertainment center, \$30.
Ph: 319-454-6902.

Please email your ad to classifieds@ecirec.coop. Ads for the Sept./Oct. *Heartland Link* must be received by August 1, 2020.

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.

Power Supply Report, continued

to ensuring member-consumers use energy wisely and utilize available options to reduce excess energy consumption. As a result of these efforts, CIPCO and its member systems issued energy efficiency rebates saving approximately 13,233,348 kWh. In comparison, the average house uses nearly 11,000 kWh a year, according to the U.S. Energy Information Administration. That includes 1,219,889 kWh savings for ECI REC members.

I'm proud of the actions taken in 2019 to sustain our connections within the rural electric industry. Our actions have strengthened CIPCO's mission to provide member-consumers with wholesale power and services in a safe, reliable, and cost-effective manner. Thank you for the opportunity to serve as your representative on both the local Board of Directors and the CIPCO Board of Directors. I am proud to say, as a result of decisions made in 2019, ECI REC's members and the entire CIPCO system will be well-served now and into the future. 🌱

Heartland Link (USPS No. 313-160) is published bimonthly for \$3.30 per year by East-Central Iowa Rural Electric Cooperative, 2400 Bing Miller Ln., Urbana, IA 52345-0248 with outposts located at 1707 First St. E. Independence, IA 50644 and 1600 West D. St., Vinton, IA 52349. Periodicals class postage paid at Independence, IA, and additional mailing offices.

POSTMASTER: Send address changes to Heartland Link, 2400 Bing Miller Lane, PO Box 248, Urbana, IA 52345.

Phone: (319) 443-4343

Ownership: East-Central Iowa Rural Electric Cooperative

Publisher: Steve Marlow

Editor: Lisa Franck

East-Central Iowa Rural Electric Cooperative is an equal opportunity provider, employer, and lender.

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.

Members get connected at www.ecirec.coop



24-Hour Bill Pay With SmartHub

See account information at ecirec.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.



Facebook

Find news and updates at facebook.com/eastcentraliowarec.



Co-op Connections®

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.



FREE Monthly Energy Tips

Sign up at www.myenergytips.com to get the Watts \$mart e-newsletter.



Iowa Rural Power

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



East-Central Iowa REC Welcomes New CEO

OUR BOARD OF DIRECTORS has named Teresa Floyd, the current manager of finance and consumer service for ECI REC, the next chief executive officer of the Cooperative. She will succeed CEO Steve Marlow, who has led ECI REC since 2013. He recently announced his retirement, effective August 2020.

Board President Steve Rau made the announcement at a June 5 employee virtual meeting, saying, "Steve has done an outstanding job serving the membership of ECI REC and will be missed."

Rau continued, "The Board had a very challenging undertaking and conducted a thorough national search. Teresa emerged as the best candidate hands down. We are confident Teresa possesses the knowledge and talent to continue to move the Cooperative forward, and we look forward to working with Teresa in her new position as we strive to meet future challenges in today's demanding business climate."

After the announcement, Teresa thanked President Rau and said, "I look forward to serving the membership, as well as the opportunity to work with all 32 employees in a new capacity."

"The Cooperative is a great place to work, and I wish everyone all the best. I know Teresa will do a good job, and I'm happy for her," said CEO Marlow.

Teresa Floyd lives in Vinton and has 28 years