

heartland LINK

A publication of East-Central Iowa Rural Electric Cooperative

Annual Meeting Recap

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our members say thank you

“I just attended your Annual Meeting for the first time. I would like to thank you all for your efforts to make the meeting interesting and enjoyable. The talk about the hurricane assistance was eye-opening. Thanks for the good meal and the amazing bag of groceries. Thanks again!” **LINDA WALTHART**

take the member challenge

1. **COMMUNITY CONNECTED:** The funds donated by ECI REC members help pay heating bills or _____ costs for their fellow members.
2. **ENERGY WISE:** Buy a new, energy-efficient electric _____ and receive a \$50 rebate.
3. **COOPERATIVE DIFFERENCE:** Revenue generated by ECI REC goes back to _____, not Wall Street.

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.

last issue's challenge winners

The following names were drawn from the July/August 2018 *Heartland Link* entries. These members will receive a \$10 credit on their account.

Alfred Beatty	Bob Pedersen
James Cook	Florence Rippel
Calvin Harks	Lynn Selk
John Henson	Nyle & Burnadene Vargason
Brian & Angela Jones	James Walker
Marvin Larson	Linda Walthart
Keith McGowan	Gary Waters
Marcella Ortner	Bronson Wierck

Statement of Non-Discrimination

East-Central Iowa Rural Electric Cooperative is an equal opportunity provider and employer. If you wish to file a Civil Rights program complaint of discrimination, complete the USDA Program Discrimination Complaint Form, found online at www.ascr.usda.gov/complaint_filing_cust.html, or at any USDA office, or call 866-632-9992 to request the form. You may also write a letter containing all of the information requested in the form. Send your completed complaint form or letter by mail to U.S. Department of Agriculture, Director, Office of Adjudication, 1400 Independence Avenue, S.W., Washington, D.C. 20250-9410; by fax to 202-690-7442; or by email to program.intake@usda.gov.

Calendar Notes

9/3 – Closed for Labor Day

11/12 – Veteran's Day

Contact ECI REC

EMAILS

memberservices@ecirec.coop
(rebates, product sales)

csr@ecirec.coop
(billing, new customers)

WEB SITE

www.ecirec.coop

MANAGEMENT TEAM

Steve Marlow
Chief Executive Officer
Ext. 421
steve.marlow@ecirec.coop

Teresa Floyd
Manager of Finance and Consumer Service
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: 8:00 a.m. to 4:30 p.m.

(closed Saturdays, Sundays, and holidays)



OPERATIONS NEWS
OUTAGE UPDATES

facebook.com/eastcentraliowarec



Recapping the Annual Meeting of the Members

a Cooperative Difference feature

THE 23RD ANNUAL MEETING OF THE MEMBERS of East-Central Iowa REC was held on June 21. This year's meeting was well attended by an estimated 135 members plus guests.

As usual, Board elections took place during the meeting. Don Shonka (District 21) and Ryan Kress (District 27) were re-elected to serve another three-year term on the Board of Directors. Nick Donlea (District 24) was newly elected to serve a three-year term.

CEO Steve Marlow addressed the membership, stating: "We are committed to delivering safe, affordable, reliable electricity in an environmentally responsible manner." CEO Marlow went on to highlight some of the 2017 activities that took place to uphold that commitment.

We were also pleased to have 2017 Youth Tour alumni Macy Arbuckle and Cade Shramek share about their once-in-a-lifetime experiences in Washington, D.C. They thanked the ECI REC Board of Directors and membership for the opportunity. Guest speaker Jim Wolfe, an IAEC job training/safety instructor, and

ECI REC's Travis Schellhorn and Ben Donnelly spoke about their experience helping with recovery efforts from damages sustained during Hurricane Irma.

Following the meeting, McElroy's Catering out of Winthrop provided BBQ pork sandwiches, side dishes, and beverages. Joseph and Frank Weber also served ice cream.

A Board reorganization meeting followed lunch. Re-elected to office were Steve Rau, president; Jeff Elliott, vice president; Ryan Kress, secretary/treasurer; and Chris Sackett, assistant secretary/treasurer.

Members who attended the Annual Meeting received food bags courtesy of East-Central Iowa REC, Eastern Iowa Honor Flight, Quaker Oats, and PepsiCo. Roger Uthoff, a Navy vet and treasurer of Eastern Iowa Honor Flight, thanked ECI REC for its support. He then asked the veterans in attendance to stand and be recognized; those remaining in the audience applauded the men and women who had served their country. Leftover food bags were donated to the local food pantry. Door prizes included several gift cards. 🍷



Nick Donlea
District 24



Jeff Elliott
Vice
President
District 11



Ryan Kress
Secretary/
Treasurer
District 27



Steve Rau
President
District 26



Chris Sackett
Assistant Secretary/
Treasurer
District 12



Don Shonka
District 21

23rd Annual Meeting Prize Winners

Grand prize \$100 bill winner: Tom Weber

\$100 energy credit winners for mail-in ballots:

- » District 1, Benton area: David Timmerman
- » District 2, Buchanan area: Frank Fenner

The following members were the recipients of \$50 gift cards:

\$50 Fareway Card:

Tom Wiese
Lawrence Sadler
Larry Nudd
Samuel Mentzer
Lavern Sand
Allen Albers
Harold Sadler
Robert Hassler

\$50 Walmart Card:

Sandra Martin
Carol Arbuckle
Deb Reichen
Anna Mae Munson
Troy Krug
Robert Junk
Laura Vandaele
Larry Thompson

Join Fellow Members: Support RECare

a Community Connected update

CONTRIBUTING TO RECare—a program that distributes funds via community action agencies to low-income energy consumers within Benton and Buchanan County—is one easy way to help others. The funds donated by ECI REC members help pay heating bills or weatherization costs for their fellow members.

ECI REC would like to thank all the members who are giving to others in our communities. Even a small amount can help those less fortunate.

From July 2017 to June 2018, 67 members contributed to RECare through monthly contributions. Six members contributed via one-time donations. In total, members contributed \$5,173, which was a decrease of \$92 from last period. Those donations assisted 13 members in need, with an average assistance of \$562.77 going to each family.

Help ECI REC reach our goal of exceeding that number of participants in 2018-2019! To sign up for RECare or make a one-time donation, complete and return the form located at ecirec.coop under Your Electric Bill, Member Programs. 📄



CARE with RECare



Scan to fill out the
RECare form online.

37 Iowa Students Experience D.C. During 2018 Youth Tour

a Community Connected article



brightest to our nation's capital this year to participate," said Chuck Soderberg, executive vice president of the Iowa Association of Electric Cooperatives. "These students gained a first-hand understanding of the legislative process and made connections with other student leaders from across the country that will last a lifetime."

This year Brock Ortner and Sarah Collison represented East-Central Iowa REC.

Brock Ortner attends Vinton-Shellsburg High School and is the son of Michael and Laurie Ann Ortner of Shellsburg. Brock is a member of the National Honor Society, and some of his school activities include participating in five honor bands, jazz band, football, soccer, and FFA, where he has been awarded Outstanding FFA Member for his grade. His activities outside of school include 4-H, church youth group, Operation Backpack, and an annual bingo fundraiser for breast cancer awareness. Brock also operates a small herd of cattle.

Sarah Collison attends East

Buchanan High School and is the daughter of Ronald and Pamela Collison of Rowley. Sarah is a National Honor Society member, and her school activities include concert and jazz band, concert and chamber choir, large group speech, FFA, softball, basketball, volleyball, and golf. Her activities outside of school include 4-H, church youth group, Lady Bucs Club volleyball, and volunteering at the concession stands during the Rowley Days celebrations.

Students on the Youth Tour participated in leadership training, engaged in one-on-one conversations with elected officials, jumpstarted their national peer network, learned about electric cooperatives, and toured the monuments and museums of Washington, D.C.

Students apply and are selected for this program by their local electric cooperative. Nationally, nearly 50,000 students have participated in this program over the decades. For more information, visit www.youthtour.coop. 📄

THIRTY-SEVEN HIGH SCHOOL STUDENTS

representing Iowa's locally owned electric cooperatives were in Washington, D.C., from June 8-14. They joined more than 1,800 other students from across the nation for the 2018 Electric Cooperative Youth Tour. Iowa's electric cooperatives were the first to send students to Washington, D.C., back in 1958; this year marks the sixtieth anniversary of that journey.

"The Youth Tour is the highlight of the summer for many students, and we're proud to send 37 of Iowa's best and

ECI REC Weatherization Incentives

an Energy Wise feature

Make upgrades now to save this winter

Requirements (with or without LIHEAP)

- » Must have electric heat and/or central air conditioning (homes with natural gas heat do not qualify).
- » Home must be built prior to 1996.
- » Must be an upgrade to an 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 incentive per home—\$2,200

Central AC Only (non-electric heating)

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

Maximum incentive per home—\$300

LIHEAP Qualified (See LIHEAP weatherization income guidelines to the right)

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 incentive per home—\$2,800

Central AC Only (non-electric heating)

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

Maximum incentive per home—\$300

State Releases 2018-2019 LIHEAP Requirements

an Energy Wise update

THE LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM (LIHEAP) helps pay the winter heating bills of low-income and elderly people. This assistance is based on household income, household size, type of fuel, and type of housing.

If you are interested in learning if you qualify, please write to: **LIHEAP, Iowa Department of Human Rights, Capitol Complex, Des Moines, IA 50319.**

A list of Community Action Agencies (CAAs) can be found at: www.humanrights.iowa.gov/dcaa/where-apply.

HOW TO APPLY FOR LIHEAP

WHEN TO APPLY

- » Elderly (60 and over) and/or disabled: October 1, 2018, to April 30, 2019
- » All other households: November 1, 2018, to April 30, 2019

WHAT TO TAKE

- » Proof of income for all household members age 19 and over (most recent three months' check stubs, award letter from Social Security, or 2017 tax return)
- » Social Security numbers for **all household members**
- » Recent heat bill
- » Recent electric bill

WAGE EARNERS

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

FIXED INCOME

- » This income may include: Social Security Benefits, Supplemental Security Income, Family Investment Program, Veterans Assistance, Unemployment Insurance, and pensions. Please bring copies of your most recent three months' check stubs.

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.

INCOME MAXIMUMS

Household Size	Annual Gross Income
1	\$21,245
2	\$28,805
3	\$36,365
4	\$43,925
5	\$51,485
6	\$59,045
7	\$66,605
8	\$74,165

For households with more than eight members, \$7,560 for each additional member.

Get ECI REC News and Energy Tips in Your Inbox!



To receive the *Heartland Link* as a PDF in your inbox, fill out the form on the Email Newsletter Signup page at ecirec.coop by scanning the QR code above. We can also stop postal delivery—just indicate that preference as well.




This monthly e-newsletter is full of tips and facts to help you and your family embrace energy efficiency. Click on the Watts \$mart button in the footer at ecirec.coop to check it out! Sign up by scanning the QR code above. Or contact Director of Member Service Adam Albertsen at 319-443-3578 or adam.albertsen@ecirec.coop.



Your Support Can 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 cooperative 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. 

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: _____

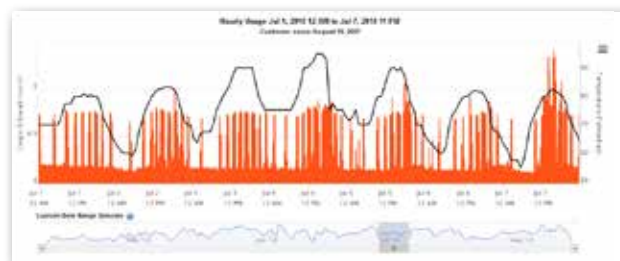
Mail form to: ECI REC | PO Box 248
Urbana, IA 52345

OPERATIONS UPDATE

a Keeping the Lights On feature

Usage charts reflecting more accurate data from AMI smart meters are available in SmartHub to members who have received new meters.

AMI UPDATE - We are excited to report that we have more or less wrapped up installation of our advanced metering infrastructure (AMI), a process that began in January 2018. ECI REC and Chapman Metering have updated 10,734 meters with new smart meter technology, with just a few remaining in ECI REC's northern service territory. The meter exchanges have gone very well. We'd like to thank the membership for its cooperation and help along the way.



OVERHEAD LINE REPLACEMENT - Highline Construction, Inc.—a contractor out of Paynesville, Minnesota—is working to replace 41.7 miles of older overhead distribution line and equipment before the end of the year. Since the first of the year, Highline has replaced 21.8 miles of overhead line in ECI REC's southern service area. Replacement of the remaining 19.9 miles in ECI REC's northern service area is scheduled to begin in August.

ANNUAL MAINTENANCE UPDATE - On Monday, August 27, crews began annual inspections of 4,328 poles. Work started in the Fairbank area and will next move to the Garrison area. These inspections are being performed by Osmose Utilities Services, Inc. and will take about seven weeks to complete.

LOOK. LISTEN. LEARN.

Be aware.
Fire can happen anywhere.

FIRE PREVENTION WEEK: OCTOBER 7-13, 2018
firepreventionweek.org



Take the Time to Make a Home Fire Escape Plan

A home escape plan should include the following:

- ✓ Two exits from every room in the home – usually a door and a window
- ✓ Properly installed and working smoke alarms
- ✓ A meeting place outside, in front of the home, where everyone will meet after they exit
- ✓ A call to 9-1-1 or the local emergency number from a cell phone or a neighbor's phone




Photo from Touchstone Energy Cooperatives

Revolving Loan Fund Supports Local Economy

by Steve Marlow, CEO | 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 take electricity service from ECI REC.

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

Please contact ECI REC's CEO Steve Marlow by calling 877-850-4343 for more information on loan requirements and terms. 

ELIGIBLE USES OF FUNDS INCLUDE:

- Land purchases
- Machinery and equipment
- Fixed assets
- Buildings

INELIGIBLE USES INCLUDE:

- Speculation land purchases
- Payments to owners or equity investors
- Debt refinancing
- Projects lacking economic development potential



REMINDER: Heat Plus Rate Offers Winter Savings

ECI REC's Heat Plus rate will take effect October 1, 2018, and is available through May 31, 2019. Even with lower gas prices, our Heat Plus rate of **.0485 cents/kWh** remains a great value for members using primarily electric heating. Call 877-850-4343 or visit ecirec.coop to see if you qualify for the Heat Plus rate.

Image source: Brian Wolke Jackson County REMC

Look Up & Live

Tips to stay safe during harvest season:

- Always lower grain augers before moving them, even if it's only a few feet. Use care when raising augers, grain truck beds, and other equipment around power lines.
- Use a spotter when operating large machinery near power lines.
- Never attempt to raise or move a power line to clear a path.
- Don't use metal poles to break up bridged grain inside bins.
- Pay attention to variables like wind, uneven ground, and shifting weight.
- Stay in the vehicle if you come in contact with a power line. Warn others to stay away and call 911. If there is a fire or imminent risk of a fire, jump off the equipment with your feet together, and without touching the ground and vehicle at the same time. Then, still keeping your feet together, hop to safety.



Daily Topics include: rural roadway safety health/suicide/opioids, child/youth health and safety, confined spaces in agriculture, & tractor safety.

WATCH WWW.NECASAG.ORG FOR MORE INFO!

For more information on farm electrical safety, visit www.SafeElectricity.org.



Electric Water Heaters Offer Many Benefits

an Energy Wise feature

ARE YOU IN THE MARKET FOR A NEW WATER HEATER?

If you already have an electric unit, you know the benefits; but if you have a propane (gas) water heater, or are

contemplating one, here are a few points to ponder.

Safety – An electric water heater requires no venting, no gas line, and offers no CO₂ concerns.

Space – The water heater space allotment in your home often determines what will work best. An electric water heater installation requires zero clearance.

Maintenance – Electric water heaters are very low maintenance; there are no moving parts and no pilot lights to be concerned with.

Price – An energy-efficient (rating .95 and above) 50-gallon electric water heater will cost a family of four about \$40 per month to operate. Electric rates are considerably more stable than gas. For example, East-Central Iowa Rural Electric Cooperative's price per kilowatt-hour has increased 4.6% (less than a half a cent) over the past 10 years. Installation costs are also considerably less with an electric water heater.

Energy Efficiency – Consider the ultimate in electric water heating with an air source heat pump water heater. With an efficiency rating of at least 2.4 (240%), they are the most efficient water heaters on the market today.

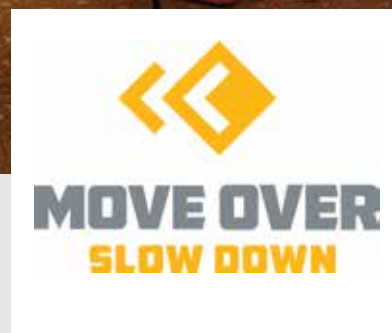
Incentives – Buy a new, energy-efficient electric water heater and receive a \$50 rebate. Receive a \$650 rebate for the purchase of an air source heat pump water heater.

Still can't decide? Give us a call and let us help. As a member-owned cooperative, we work for you, offering friendly, local, reliable, no-cost help with all your energy-efficient household decisions. 🌱

Energy Efficiency Tip of the Month

Laundry Tip: Use rubber or wool dryer balls, which help separate clothing in the cycle, providing better airflow and a shorter drying time. Wool dryer balls can help absorb moisture, which also reduces drying time.

Source: energy.gov



Gov. Reynolds Signs Proclamation

a Safety update

REPRESENTATIVES from Iowa's electric cooperatives joined Governor Reynolds for the signing of a proclamation declaring August 10 as Move Over Iowa Day to help raise awareness of the state's Move Over or Slow Down law.

This July 1, the law was expanded to include any vehicle on the side of the road with flashing lights activated, including passenger cars with hazard lights. The law, which was expanded in 2017 to include utility vehicles, had previously been limited to emergency and maintenance vehicles.

"Utility workers already have dangerous, high-risk jobs," Gov. Reynolds shared last year on her website. "Moving over or slowing down protects not only those workers, but also everyone else on the road. Safety is everyone's responsibility. It requires a commitment from every driver to watch out for each other and make sure everyone makes it home safely."

Go to www.MoveOverIowa.com to sign the safety pledge. 🌱


ECI REC Will Observe National Co-op Month in October

a Cooperative Difference update

THIS OCTOBER, EAST-CENTRAL IOWA RURAL ELECTRIC COOPERATIVE is joining 30,000 cooperatives nationwide to celebrate National Co-op Month, which recognizes the many ways cooperatives are committed to strengthening the local communities they serve. “Co-ops Commit” is the theme for this year’s celebration, spotlighting the countless ways cooperatives meet the needs of their members and communities.

“ECI REC delivers electricity to more than 8,700 member accounts in our 11-county service area,” said CEO Steve Marlow. “Delivering safe, reliable, affordable power is our top priority, but we are also invested in our communities because we are locally owned and operated. Revenue generated by ECI REC goes back to Main Street, not Wall Street.” Rural America is served by a network of approximately 1,000 electric cooperatives, most of which were formed in the 1930s and 40s to bring electricity to the farms and rural communities that large, investor-owned power companies had no interest in serving because of the higher costs of serving low-population and low-density areas.

In addition to providing the vital power cooperative members depend on, ECI REC engages with local communities through electrical safety demonstrations, the RECare program, Youth Tour, scholarships, and much more.

Follow #CoopMonth on Facebook and Twitter to see how cooperatives across the country are celebrating National Co-op Month. 

Celebrating What Makes Us Unique

7 Cooperative Principles

Cooperatives around the world operate according to a core set of principles that originated in 1844 from the first modern cooperative, the Rochdale Society of Equitable Pioneers in Rochdale, England. These principles, along with the co-op purpose of improving quality of life for their members, make electric co-ops different from other electric utilities.

1 VOLUNTARY AND OPEN MEMBERSHIP

Cooperatives are voluntary organizations open to all persons able to use their services and willing to accept the responsibilities of membership, without gender, social, racial, political or religious discrimination.

2 DEMOCRATIC MEMBER CONTROL

Cooperatives are democratic organizations controlled by their members, who actively participate in setting policies and making decisions. The elected representatives are accountable to the membership. In primary cooperatives, members have equal voting rights (one member, one vote) and cooperatives at other levels are organized in a democratic manner.

3 MEMBERS' ECONOMIC PARTICIPATION

Members contribute equitably to, and democratically control, the capital of their cooperative. At least part of that capital is usually the common property of the cooperative. Members usually receive limited compensation, if any, on capital subscribed as a condition of membership. Members allocate surpluses for any or all of the following purposes: developing the cooperative, possibly by setting up reserves, part of which at least would be indivisible; benefiting members in proportion to their transactions with the cooperative; and supporting other activities approved by the membership.

4 AUTONOMY AND INDEPENDENCE

Cooperatives are autonomous, self-help organizations controlled by their members. If they enter into agreements with other organizations, including governments, or raise capital from external sources, they do so on terms that ensure democratic control by their members and maintain their cooperative autonomy.

5 EDUCATION, TRAINING AND INFORMATION

Cooperatives provide education and training for their members, elected representatives, managers, and employees so that they can contribute effectively to the development of their cooperatives. They inform the general public, particularly young people and opinion leaders, about the nature and benefits of cooperation.

6 COOPERATION AMONG COOPERATIVES

Cooperatives serve their members most effectively and strengthen the cooperative movement by working together through local, national, regional and international structures.

7 CONCERN FOR COMMUNITY

While focusing on member needs, cooperatives work for the sustainable development of their communities through policies accepted by their members.

National Co-op Connections Day

Celebrate on **October 5th**



Power of 3

Use the app, website or Co-op Connections Card to save



Go Beyond the Card
www.connections.coop

Get Smart: Combine Auto Banking and Budget Billing

a Keeping the Lights On article



Looking for a way to make payments easier and access your crucial account and usage information quickly? **SmartHub** is the answer.

Using **SmartHub**, ECI REC members can quickly view and file bills using any computer or smartphone. After registering, you can receive your electronic bill via email.

You can also use **SmartHub** in combination with direct payment and budget billing to significantly streamline your month-to-month financial planning. With direct payment, you pay automatically each month by electronic direct payment from a bank account or credit card. The direct payment form can be found online at ecirec.coop.

Then, add budget billing so you know what amount you will pay each month. Your monthly payment is calculated based on your 12-month usage history or the usage history of the past occupants of your residence. Accounts are periodically reviewed to ensure that payments match actual usage so you do not face a large debit or credit at the end of the year.

Mail completed form to: ECI REC Billing | PO Box 248 | Urbana, IA 52345-0248

There are several ways you can enroll in budget billing:

- » Complete the budget billing form below and mail it in
- » 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

YES, tell me my monthly budget amount.

Name: _____

ECI REC Account No.(s): _____

Address: _____

City: _____ State: _____ Zip: _____

Daytime Phone: _____

Email: _____

Stay in the Know During an Outage Via SmartHub



Android users:
Scan to download
the SmartHub app



Apple users:
Scan to download
the SmartHub app

Download the SmartHub app from the iTunes or the Android app store so you can access your account 24/7 for updates.

ECI REC's online outage map, which offers near real-time information to members during an outage, is accessible from the SmartHub app. SmartHub powers ECI REC's online payment platform. For updates during an outage, download the SmartHub app today for free after registering with SmartHub.

"Making the outage map available on smartphones, tablets, and other mobile, battery-powered devices is one way ECI REC strives to make your account information and other ECI REC-related resources available 24/7, even during an outage," said CEO Steve Marlow.

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 8:00 a.m. to 4:30 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, IA 50319-0069


way we plan for the future.

Local ownership and democratic member control—one of the seven key cooperative principles—distinguishes us from other utilities. Every single member of ECI REC has a voice in how we do business. As a member, you elect Directors—who are also ECI REC members—to represent your interests when it comes to setting policies or making decisions on issues that impact you. One member equals one vote, and every vote counts.

Because ECI REC is owned by your neighbors, friends, and community members, decisions are made in the best interests of the needs of the communities we serve. We don't take a one-size-fits-all approach. We know that what works well for a cooperative in northwest Iowa may not work as well for a cooperative in southern Iowa. Because Wall Street investors are not making decisions for ECI REC on your behalf, we can remain flexible and adapt to the unique needs of our region. We can pursue economic development opportunities that are complementary to existing businesses

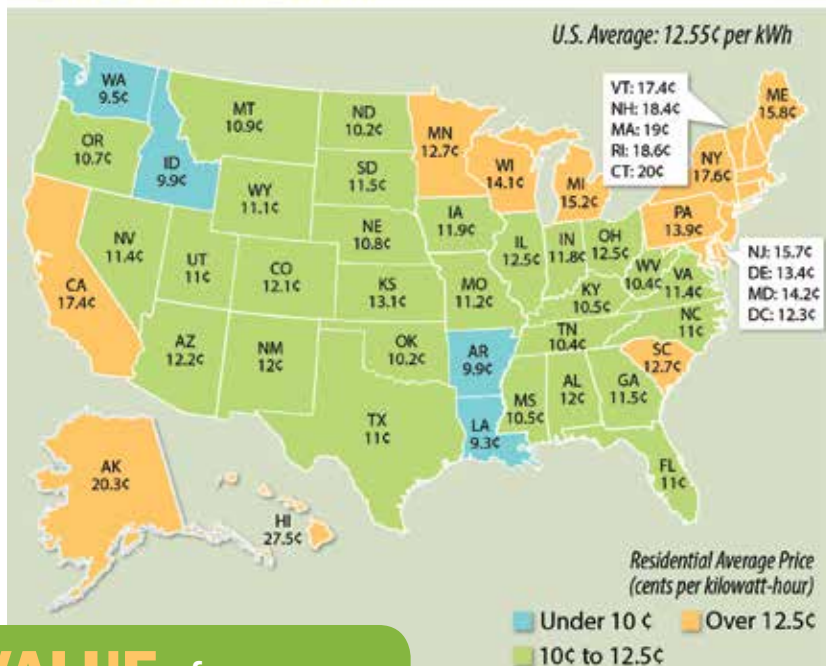
in our area and provide for sustainable growth of local communities.

While ECI REC's core purpose is to provide electricity that is safe, reliable, affordable, and environmentally responsible, we're also committed to making our communities quality places to live. We do this in many ways, such as by providing good and stable jobs; offering educational opportunities on programs and services, such as energy efficiency and safety; encouraging student leadership and education; paying local, county, and state taxes; and distributing patronage back to members based on our not-for-profit business model.

Across the country, America's 838 locally owned electric distribution cooperatives provide electricity to an estimated 42 million people in 47 states, covering three quarters of the nation's landmass. The endurance of the cooperative business model is a testimony to the success of local control and ownership by the same people who rely on electric services to power their homes, businesses, and lives. 

Average Prices for Residential Electricity

2016 figures, in cents per kWh



Source: U.S. Energy Information Administration
Numbers rounded to nearest tenth of a cent

the **VALUE** of
ELECTRICITY

YOUR BOARD



Board District 11 - Jeff Elliott
(2018/2019 Vice President)

Board District 12 - Chris Sackett
(2018/2019 Asst. Secretary/Treasurer)

Board District 13 - Allen Albers

Board District 15 - Gary McKenna

Board District 17 - Burt Byers

Board District 21 - Don Shonka

Board District 23 - Jim Alberts

Board District 24 - Nick Donlea

Board District 26 - Steve Rau
(2018/2019 President)

Board District 27 - Ryan Kress
(2018/2019 Secretary/Treasurer)

CLASSIFIEDS: Free to members only

FOR SALE: 2006 Jeep Liberty Limited 4x4, very clean, loaded, 173k miles, \$4,995. PH: 319-350-4572 (text or leave message)

FOR SALE: Yamaha Clavinova CLP-860 electric piano 21"dx55"wx33"h, very dark wood, full keyboard, 3 pedals, adjustable bench, user manual, features metronome, volume control, demo songs, recording function, music stand, headphone jack and more, \$650 OBO. PH: 319-269-5056

FOR SALE: Back seat for 2008 Jeep Wrangler Sport, excellent condition, \$135 firm, serious inquiries only. PH: 319-540-6832

Storage Garages: 10'x20', \$59/unit/month located at 2900 Bing Miller Lane, Urbana (BECCA Industrial Park). PH: 319-229-6049 or 319-899-1173

Please email your ad to classifieds@ecirec.coop. Ads for the Nov./Dec. Heartland Link must be received by October 1, 2018.

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.

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 REC is an equal opportunity employer.

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.



Message From CEO Steve Marlow

How Local Ownership Works for You

IN RECENT YEARS, there has been a resurgence in the appeal of buying locally. It's evident in the increased popularity of farmers' markets across Iowa, with shoppers wanting to buy produce or goods that have been grown by their community members. People have a desire to know more about how their food is grown and raised; buying from a local farmer helps bridge that gap. The appeal of buying local is also visible in the promotion of Small Business Saturday in November and the "shop small" movement, which encourage shoppers to return to Main Street and support the local small businesses they know and trust. In short, people of all ages and walks of life prefer to buy locally when given the choice.

For electric cooperatives, it doesn't come as a surprise that there is a renewed commitment to supporting local communities and economies with purchases. Local ownership and local control are hallmarks of the cooperative business model, which has served our members well during our 75 years of operation. Member involvement was the key to our formation decades ago, and it's what continues to fuel how we serve you today and the