

heartland LINK

A publication of East-Central Iowa Rural Electric Cooperative



Year-End Operations Report

Story on page 3

Photo credit: Lisa Franck

HINSON'S REP VISITS HEADQUARTERS

page 4

Noah Hackbart joins directors and staff for lunch.

ENERGY EFFICIENCY TAX CREDITS

page 6

Homeowners can save!



YOUTH TOUR & SCHOLARSHIP APPS

page 7

High school students can apply now.

WE WANT YOUR FEEDBACK

page 11

Take our member survey.



IN THIS ISSUE

04 HINSON'S REP VISITS HEADQUARTERS

Noah Hackbart joins directors and staff for lunch.

05 CO-OP REPS IN D.C.

06 ENERGY EFFICIENCY TAX CREDITS

06 SAFE & EFFICIENT HOLIDAY TIPS

07 HOLIDAY GIFTING WITH YOUR COOPERATIVE

Local businesses who take Co-op Connections® cards, plus Power Boost Gift Certificates.

07 SIGNING UP FOR RENEWABLE ENERGY?

07 YOUTH TOUR AND SCHOLARSHIP APPLICATION INFO

08 PATRONAGE LIST

Help us find members with unclaimed patronage.

09 SMART HUB

Stay in the know with account usage details.

10 NOTIFICATION PROGRAMS

Notify Landlord Before Disconnect and Helping Hand Reminders.

10 STATEMENT OF OWNERSHIP

11 PRIVACY POLICY

IN EACH ISSUE

04 YEARS OF SERVICE RECOGNITION

05 THE VALUE OF ELECTRICITY

11 BOARD OF DIRECTORS

12 MESSAGE FROM CEO TERESA FLOYD



We're Grateful for Your Membership.

Our offices will be closed
Thursday, November 28,
and Friday, November 29,

in observance of the Thanksgiving holiday.

We are incredibly grateful for your membership as our team spends this special time with loved ones.

take the member challenge

1. **KEEPING THE LIGHTS ON:** During 2024, ECI REC rebuilt approximately ____ of older facilities that were nearing the end of their useful life.

2. **LOOKING OUT FOR YOU:** America's electric cooperatives oppose the EPA's ____ rules on the grounds that they are unlawful, unrealistic, and unachievable.

3. **COMMUNITY CONNECTED:** One \$10,000 and ____ \$1,000 scholarships are available to Electric Cooperative Youth Tour alumni.

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

last issue's challenge winners

The following names were drawn from the September/October 2024 *Heartland Link* entries. These members will receive a \$10 credit on their account.

David R. Albertsen

Ty H. Vandehaar

Kay M. Kubik

Joanne Robertson

Scott Dinderman

Tom Kavalier

Terry Voss

Lloyd J. Pattison

Norman Sackett

Clayton A. Ohrt

Susan J. Moses

Jacqueline Frisbie

Bernard Durnan

Peter W. Kalb

Frank W. Rohlena

Cally B. Gipper

Calendar Notes

DAYLIGHT SAVING TIME ENDS – Sunday, Nov. 3

CLOSED – Monday, Nov. 11 to honor Veterans Day

CLOSED – Thursday and Friday, Nov. 28 and 29 for Thanksgiving

CLOSED – Tuesday and Wednesday, Dec. 24 and Dec. 25 for Christmas

CLOSED – Wednesday, Jan. 1 for New Year's Day

Contact ECI REC

EMAILS

memberservices@ecirec.coop
(rebates, product sales)

csr@ecirec.coop
(billing, new customers)

WEBSITE

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MANAGEMENT TEAM

Teresa Floyd
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Nathan Groom
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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.

2024 ECI REC Year-End Operations Report

a Keeping the Lights On article

GREETINGS TO ECI REC MEMBERS

from our employees and directors! We hope you've had a safe and positive 2024. To our farmer members, we hope you had a safe and prosperous harvest.

The end of the year will be here before we know it. Here is a recap of the past year from the ECI REC Operations Department—and a look ahead to 2025!

Safety Achievements and Training

We're continuing our streak of no lost time accidents, going well beyond 425,000 hours worked since an accident. This streak began in 2017. Keep working safely, everyone!

ECI REC employees have volunteered for a variety of training opportunities over the course of the year. Some examples include underground and overhead distribution workshops, leadership and supervisory training, a transformer connections workshop, and the Quad States Safety Conference. All employees also participate in monthly safety meetings.

As always, ECI REC considers the safety of our employees and the public our number-one priority.

Reliability and Outage Minutes

At the time of writing this article, outage minutes were very low again in 2024. There are many factors that contribute to these low numbers, including:

- » Our aggressive Work Plan to update and strengthen our distribution system
- » Our commitment to our ongoing maintenance programs (pole testing, vegetation management, annual line inspections, etc.)
- » Our dedicated employees and directors
- » Relatively quiet weather in 2024

System Improvements

During 2024, ECI REC rebuilt approximately 31 miles of older facilities that were nearing the end of their useful life. This work was accomplished by our crews and contractors. Overhead construction made up a major portion of this work this year.

We replaced five SCADA-controlled tie switches in 2024. These switches are used for back-feeding substations during outage situations. We also completed equipment upgrades at the Jefferson and Maryville substations.

We purchased 48 electronic reclosers to replace oil-filled reclosers. Electronic reclosers are more reliable and provide more safety features when our line crews are working on these circuits, and there are also maintenance savings.

Maintenance Programs

ECI REC completed pole and underground facility inspections in the Lindahl, Harrison, Bryantsburg, and Sumner substation areas. Approximately 6,300 poles and

COVER STORY



Photo credit: Lisa Franck

Lineworkers Brooks Erickson (pictured) and Braxton Clubb recently assisted CIPCO personnel with the transmission meter change out for the BECCA substation in Urbana.

1,000 underground cabinets and transformers were inspected. Badgerland Utility Solutions completed the work. In total, 3.8% of poles were deemed in need of replacement.

Tree trimming was performed by Tom's Tree Service and Zielies Tree Service. The trimming took place in our Van Horne and Shady Grove substation areas. Roughly 226 miles of line around these substations were trimmed. Landmark Turf Services completed vegetation spraying on nearly 150 miles of line in the Walker and Jesup substation areas.

Recloser maintenance was performed in the Homer, Big Grove, Shellsburg, Jesup, Aurora, and Rowley substation areas.

Nelson Electric inspected substations in September with an infrared camera to look for failing connections and other equipment showing signs of failure.

continued on page 4

2024 ECI REC Year-End Operations Report

continued from page 3

Community Involvement

Brian Reidy, the foreman at Independence Operations, participated in a trip to Guatemala in June to build line to a remote village that had never had electricity. Brian went on the trip with a group of lineworkers from Iowa and Minnesota. He said it was an eye-opening experience. Thank you for volunteering, Brian!

Lineworkers attended the Benton and Buchanan County Fairs this summer. The IAEC provided a “live line” trailer so they could demonstrate the hazards of overhead power lines.

Looking Ahead to 2025

ECI REC will continue with our Work Plan in 2025. Plans are being finalized to replace another 22 miles of older line with new conductor and poles. Most of this work will take place in the Harrison, Homer, Jesup, and Spring Creek substation areas. Three SCADA-controlled tie switches will also be replaced, and we will install 48 TripSaver electronic reclosers. Your Cooperative will also continue our maintenance programs and employee education and training.

In closing, we would like to wish all our members a safe and productive end to 2024 and an even better 2025! 🍀



Congressional Representative Ashley Hinson’s District Representative Visits Urbana Headquarters

a *Looking Out for You* story

IN SEPTEMBER, U.S. Representative Ashley Hinson’s district representative, Noah Hackbart, joined ECI REC’s directors and staff for lunch.

It is very important for ECI REC leaders to connect with our local legislators, so CEO Teresa Floyd had reached out to Representative Hinson’s office to inquire about a get-to-know visit at the ECI REC administrative headquarters. “We were very pleased when Noah responded with great interest and enthusiasm to learn more about us and Iowa’s electric cooperatives,” shared Floyd.

In addition to an overview of ECI REC, CEO Floyd shared the cooperative advantage and issues that keep us up at night, like the supply chain and lead times for trucks and distribution materials. CEO Floyd also shared our concern about rolling blackouts. The EPA’s final power plant rule is unachievable—early retirement and stringent carbon emission regulations on coal and natural gas plants will result in more blackouts, higher costs, and more uncertainty. Baseload generation is critical, and wind and solar (renewable) energy are intermittent sources. CEO Floyd wrapped up the conversation by encouraging Noah to reach out any time with questions. He can count on us for credible information! 🍀

THANK YOU

for your years of service!



KEVIN WALTON
Line Foreman
29 years
OCTOBER



JENNIFER SCHMITZ
Manager of Finance
29 years
NOVEMBER



TANYA ELLIS
Member Service
Representative
4 years
NOVEMBER



LISA FRANCK
Manager of
Communications
23 years
NOVEMBER

Iowa Electric Cooperative Representatives Visit D.C.

a Looking Out for You feature

AS PART OF THEIR commitment to advocacy, Iowa's electric cooperatives regularly coordinate meetings with state and federal legislators through the Iowa Association of Electric Cooperatives (IAEC). During the week of September 23, approximately 20 electric cooperative representatives traveled to Washington, D.C. These advocates were able to meet with every member of the Iowa congressional delegation, including Senator Ernst, Representative Feenstra, Senator Grassley, Representative Hinson, Representative Miller-Meeks, and Representative Nunn.

"Iowa's electric cooperatives care deeply about the member-owners and communities we serve, and it's important to meet with elected officials to discuss issues that affect our ability to provide reliable and affordable power," remarked Leslie Kaufman, executive vice president of the IAEC.

During the legislative visits, cooperative representatives expressed concerns about recent cuts to the USDA's Rural Economic Development Loan & Grant (REDLG) programs. Through REDLG, the USDA provides grant funds to local utility organizations, often including local electric cooperatives. These organizations use the funding to establish revolving loan funds that support local businesses and projects that will create or retain rural jobs. Iowa cooperative advocates urged the congressional delegation to support the House version of the REDLG markups, which would partially restore REDLG funding for fiscal year 2025, with intentions to return to optimal REDLG funding levels in 2026.

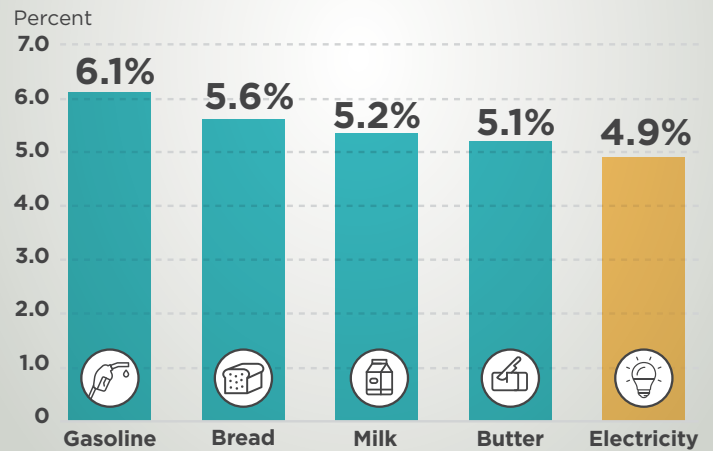
Iowa co-op advocates also highlighted continued threats to the reliability and affordability of power in the wake of the Environmental Protection Agency's recent mandates on power plants. America's electric cooperatives oppose the EPA's power plant rules on the grounds that they are unlawful, unrealistic, and unachievable.

We appreciate the service of Iowa's elected officials and the tireless work of their staff who help look out for Iowans in the halls of Congress. The next planned trip for Iowa Rural Power advocates will come in the spring of 2025. Learn more about Iowa Rural Power grassroots advocacy at IARuralPower.org.

ELECTRICITY REMAINS A GOOD VALUE

Although inflation has led to increasing costs in many areas of our lives, the cost of powering your home rises slowly when compared to other common goods. Looking at price increases over the last five years, electricity remains a good value.

Average Annual Price Increase 2018–2023



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

CO-OPS ✓ VOTE

SUPPORT YOUR COMMUNITY

BE A CO-OP VOTER

LEARN VOTER DETAILS FOR YOUR STATE

GET EDUCATED

KNOW THE CANDIDATES AND POLICYMAKERS

SHARE YOUR STORY!

LEARN MORE AT VOTE.COOP/GOTV

November/December 2024 Heartland Link 5

2024 Energy Efficiency Tax Credits Reminder

Smart heat pump water heaters like the one to the left are equipped with automation features that help you use less energy. Homeowner tax credits are available for 30% of the cost up to \$2,000.

Any projects involving a combo of air-source heat pumps, heat pump water heaters, and biomass stoves or boilers are subject to a total annual limit of \$2,000. Geothermal heat pumps are classified under a separate tax credit for clean energy equipment. This credit is 30% of the total cost and is not counted against the previously listed limits.

Go to energystar.gov/about/federal-tax-credits to find minimum efficiency requirements and specific tax credit amounts. These federal tax credits are available through 2032. To assess your eligibility, consult your tax professional.

The U.S. Department of Energy's Energy Savings Hub (energy.gov/save) is another valuable resource. It's a one-stop shop for tools to cut energy costs and information on tax credits and forthcoming rebates. Purchases must meet specific energy efficiency requirements. The Energy Savings Hub also highlights a variety of low- or no-cost DIY energy efficiency tips that can reduce energy usage and waste.

Investing in efficient equipment saves energy and money while also making a positive impact on the environment! 🌱

Homeowners Can Save With Tax Credits

an Energy Wise reminder

ECI REC MEMBERS may be eligible for federal tax credits amounting up to 30% of the cost of select energy efficiency upgrades! To qualify, you must own the home you've upgraded, and it must also be your primary residence. Federal tax credits only apply to existing homes, not new construction. The annual maximum credit is \$3,200.

There is a total annual limit of \$1,200 for any combination of home envelope improvements, which includes projects like:

- » Windows, doors, and skylights
- » Insulation
- » Electrical panel upgrades
- » Furnaces
- » Boilers
- » Central air conditioners

Photo credit: Northeast Energy Efficiency Alliance

HONORING ALL WHO SERVE

Thank you, veterans!



Tips for a Safe and Efficient Holiday Season

This holiday season, keep energy savings and electrical safety in mind.

SAVE ENERGY

- Use smaller appliances like slow cookers instead of the oven.
- Lower the thermostat when hosting friends and family.
- Decorate with energy-saving LED lights.

PRIORITIZE SAFETY

- Never leave unattended candles burning.
- Ensure all smoke alarms are working.
- When decorating, inspect all light strands and cords for damage.

Give Some Extra Sparkle This Holiday Season With Help From Your Cooperative!

Support these
local businesses
by shopping with
your Co-op
Connections®
Card.



- ★ Cy & Charley's Tire & Appliances
- ★ Fabulous Fridays
- ★ Heartland Acres Agribition Center
- ★ Cameron Clothing Company
- ★ Michael & Dowd
- ★ Styles Unlimited
- ★ Berry's Lanes, Inc.
- ★ In the Country Garden & Gifts
- ★ Frazier Nursery
- ★ Henkle Creek Mercantile
- ★ Subway (Vinton)
- ★ Viking Sewing Center

Give the gift of electricity!

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



ATTENTION STUDENTS

It's Time to Reap the Benefits of Cooperative Membership

a Community Connected feature



Sophomores & Juniors: Apply Now for Youth Tour 2025!

ECI REC IS LOOKING for two eligible students to sponsor on this once-in-a-lifetime trip to Washington, D.C. The event will take place this summer. To apply, students must be heading into their sophomore or junior year of high school and have parents or legal guardians who are members of ECI REC. Applications are due **Wednesday, February 26, 2025**, and can found on our Youth Tour page at ecirec.coop.

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

THINGS YOU'LL SEE AND DO ON YOUTH TOUR

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

Three Scholarships for Seniors

ECI REC Scholarship Program – Up to ten \$1,000 scholarships are available to students who will continue their education in college in any field. Up to two \$1,000 scholarships are also available to students accepted to the Powerline Technology program at Northwest Iowa Community College. The deadline for applications is **Wednesday, March 5, 2025**. Visit ecirec.coop for more details. Look for the Scholarships page in the Community & News menu.

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

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

Member Reminder: Contact Us Before Signing Up for Renewable Equipment

It's common to be contacted by sales reps with installation offers for renewable equipment like solar panels and small wind electric systems. Before you sign an equipment contract for renewables, call **ECI REC at 877-850-4343**.

Your Cooperative is a valuable and knowledgeable resource as you plan for installation. We can help ensure you understand the requirements for interconnection and are getting accurate information from the vendor.

Help Us Find These Former Members

Photo credit: 167420610
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a Cooperative Difference report

IN MAY, the Board of Directors of East-Central Iowa Rural Electric Cooperative voted to retire \$602,382 in patronage back to its members. These margins represent 100% of its 2009 allocated patronage dividends, 12% of its 2010 allocations, and 10% of its 2015 allocations. They were credited to current members on their June bills. Former members were sent checks. The 90-day window to cash these checks has now passed, and the people listed below have not yet cashed their checks. These dividends will be forfeited to the Cooperative if not claimed within one year.

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

Patronage represents the margins, or profits, that the Cooperative earns on electricity purchased by its member-accounts. These margins are the member-accounts' equity in East-Central Iowa REC. The Cooperative uses this equity to maintain its poles and wires, rebuild its distribution system, and pay expenses. When ECI REC's financial condition allows, these margins are returned back to the members who generated them. In the past 10 years, ECI REC has returned \$5,365,256 to its members. 🌱

Abbott, Daniel
Abbott, Joel E
Achey, Curtis
Adair, Dean
Adair, Jacy
Albertsen, Brett A
Albertsen, Caleb L
Albright, Rachelle R
Aldrich, George B
Allen Sr, Robert L
Allen, Mark
Alltel
Alta Vista Properties LLC
Alton, Jason P
Alvarez, Kathrine
Anderson, Dean B
Anderson, Nadine
Anderson, Robert
Andes, Tracy M
Aragon, Dennis
Archer, Cindy L
Arthur, Faith M
Ashlock, Donn
Avant, Jordan
Ayers, Doreen L
AZ Recovery
Backer, Harry L
Bae, Kun Chae
Bahr, Patricia M
Baker, Ryan
Ballard, Jeff
Ballard, Mildred
Bange, Jennifer L
Bankers Bonded Services Inc
Barbee, Dee L
Barber, Pamela S
Barnes, Jeffrey
Barns, Triton
Bartholomew, Brock J
Barton, Robert
Baskerville, Patsy
Beals, Josh C
Beauchamp, Jonathan J
Beck, Jacie
Beck, Neil
Becker, Bernice
Bell, Virginia A
Bellendier, Henrietta
Bennett, David W
Bennett, Susan F
Benton/Linn Wireless
Bergh, Sara S
Berner, Kathy M
Berry, Elizabeth A
Berstler, Wesley A
Best Assets
Betts, Diane J
Beyer, Ranee

Big Timber Inc
Bilharz, Jennifer
Bisland, Clarence
Bingham, Kimberly A
Bishop, Randall J
Bistline, Harley
Blood, Karin B
Blue Sky Satellite
Boelter, Velma
Bohnstengel, Ervin
Bonafas, Larry P
Bonnert, Dewayne A
Boots, Stacia J
Bosman, Daniel
Bourget, Tige
Boyles, David M
Brandley, Sonia
Brashear-Troester, Deborah A
Brazil, Randi L
Brecht Sr, Ronald
Brecht, Brandee
Brinegar, Beth L
Brinkema, Jack E
Brown, Dennis L
Brown, Frederick J
Brown, Richard C
Brown, Ron L
Brown, William
Buck, John
Buckman, Dale B
Budzine, Doris
Burch, Douglas
Burkgren, Jeff C
Burnell, Dona J
Burnell, Keith
Burrell, Spencer
Bushaw, Cody
Butterfield Jr, Dale L
Byrne, Immanuel L
Cain, Robby S
Calef, Bernie
Campbell, Hunter
Campbell, Michael T
Caraballo, Nancy
Carlson, Thomas
Carolan, David R
Carpenter, Sheila D
Carr, Katelynn
Carr, Steve L
Carr, Timothy A
Carter, Jay
Cedar Ridge Trading
Cedar Valley Egg Farm
Chaffee, Mark
Channell, April
Chapman Trust
Chappell, Matt
Chensvold, Shawn

Cherry, Philip R
Childers, Lonny
Childress, April
Chinchar, Brent
Citizens State Bank
Clark, Lloyd I
Clark, Roberta
Clark, Stephen
Clayton, Samantha
Clayton, Skyler D
Clinton, Erwin L
Coast To Coast Logistics
Coffey, Michael H
Coleman, Leo F
Coleson, Megan M
Cono Christian School
Copeland, Jack F
Copp, Jeremy D
Countryman, Betty J
Courtier, Lynn
Cowan, Austin T
Cox, Dana
Cox, Garrett M
Coyle, Dennis R
Crabtree, Stacey J
Cram, Kelly M
Crawford, Malinda S
Cripe, Norman R
Criswell, Brent
Croal, Margaret J
Crow, Crystal M
Csongradi, William
Cue, Robert M
Cumberland, Marvin L
Cunningham, Richard L
D & T Logistics Inc
Dahlstrom, Barb J
Davis, Danny
Davis, Denny R
Deardorff, David
Decker, Ryan R
Dengler, Rod
Dennis, Michelle R
Deppyer, Brandon
Dettbarn, Amanda R
Diesburg, Andrea C
Dietz, Daniel J
Diits, Robert L
Dinnebier, Marla M
Dlouhy, Matthew E
Docokal, Richard
Dochterman, Corey P
Domeyer, Keith
Donnelly, John
Dorsey, Jessi K
Doyle, Douglas
Draffahl, Vinnie
Drinovsky, Dawn M

Driscoll, Todd C
Drish, Tom
Dunakey, David D
Dunkel, Angela N
Dunlap, Marilyn L
Dunn, Chris
Dvorak, Joshua K
Eaves, Wyatt
Eckes, William C
Eckman, Nikki M
Eckman, Gregory
Edgewood Feedmill
Edwards, Caitlin A
Edwards, Wilford J
Ehlers, Catherine J
Ehlert, Steve R
Eiben, Galen
Eichmiller, Megan L
Ellis, Shauna L
Ellis, Anthony B
Emerson, Rick H
Engle, Ben L
Enos, Bobbi R
Ericson, Jordan N
Erlandson, Matt J
Even, Chris
Evens, Pearl
Faith Bible Institute
Farrell, Kristina L
Farris, Rachel L
Feauto, Dale
Fessler, Denise
Field Asset Services
Fitzpatrick, Jerry
Fleming, Allen
Fleming, Mike D
Fleming, Roger
Floyd, Roland
Foels, Mark
Fowlkes Jr, Arthur P
Fowlkes, Ronald L
Fox, Roger
French, Paul O
Frickson, Wayne A
Friends of the Shelter, INC
Fritsch, Cynthia
Fry, Elizabeth K
Fuller, Jeff P
Fullilove, Susan L
Gager, Ronn R
Gall, Jeffrey C
Gallagher, Maury
Garbers, Karen
Gardner, Roger
Gardner, Chad
Geater, Mike
Geiger, June I
Getty, David D
Gibson, Gary J

Gilles, Curt M
Ginter, Cory J
Gioimo, Stephanie J
Glendenning, Ron A
Good, Frank
Goodall, Ray B
Graeser, Elizabeth
Grafton, Colleen B
Graham, Maybeth
Green, Kent
Green, Amber M
Greenback Llc
Greiner, Craig
Griffin, Steve
Griffith, Craig
Griffith, Bernice F
Griffith, Craig
Grimm, Marvin L
Grosse, Brent
Gutknecht, Hans
Hackett, George A
Hainstock, Richard L
Hallberg, Matt C
Halstead, Ken
Hamblin, Mary
Hanna, Norma
Hanson, Edward R
Hard, Tonja S
Harder, Jerrine
Harkin, Patricia
Harrill, Kathy
Harris, Craig S
Harris, Denise
Hart, Brian L
Hartman, Emily
Hartman, Joe A
Hartson, Stephanie M
Hawley, Brian A
Hebb, Ken L
Hedeman, Richard J
Heidemann, Jeremy K
Heise, Stephan
Heiserman, David J
Heit, Brian J
Heitshusen, Herbert
Helbert, Michael
Hellentall, Rebecca
Henderson, Jason R
Henderson, Heather J
Henkle, Blake
Henry, Richard W
Hersom, Stanley
Hertzberg, Veronica
Herzog, Mary E
Hesse, Ben
Hesson, Blake
Hettinger, Shirley M
Heyer, Barbara E
Hickey, Larry J

Hicks, John Ed
Higgins, Connie A
Hilleshiem, Laura L
Himmelsbach, Mark D
Hinds, Dawn M
Hinton, Galen
Hobbs, Amos D
Hocken, Vicki J
Hockey, Linda
Hockey, Richard
Hoec, Susan
Hogan, Nicholas A
Hol, Eric
Hollenbeck, Joel A
Holsinger, Alexander
Holub, Gary L
Hoover, Daphane A
Houtakker, Alan M
Howard, Bryan L
Huebbe, Brent M
Hughes, Jim
Hulse Farm Trust
Hummel, Gloria
Hunter, John
Hupfeld, Melvin
Hutchinson, Michele
Hutton, Angela M
Hyke, Edgar L
Ingraham, Kaitlyn M
Iowa Wireless
James, Charles E
James, Krista M
Jammal, Abdul
Janecek II, Louis M
Jebe, Mary Estate
Jenkins, Joe W
Jennings, John L
Jensen, Joshua L
Johnson, Fred
Johnson, Eulesa
Johnson, Kate
Johnson, Navan J
Johnson, Neva
Johnson, Robert K
Jones, Darwin D
Jones, Donna
Jones, Robert W
Jones, Terry L
Jons, Vernon C Estate
Jurgens, Jerry
Jurchen, Tammy D
Kalina, Kurtis
Kane, Adam J
Kearney, William
Keel, Bob
Kelley, Frank D
Kelly, Thomas
Kelso, Velma
Kennett, John A

Kenney, Leland
Kent, Wendy J
Keppler, Eric J
Keppler, Mary
Key, Kim K
KFMW-FM Broadcasting
Khan, Judith A
Kies, Bill
Kinder Morgan Energy Partners LP
King, Adam E
King, Matthew
Kintzel, Travis
Kirby, Michelle E
Kite, Dale A
Kivell, James C
Kleiman, Mike W
Kleiner, Carolyn A
Klima, Elisha M
Klimes, Liz A
Klink, Monte
Knapp, Beverly A
Knavel, Dorothy E
Knight, Velma
Knipp, Mary
Knudsen, Cole R
Knudsen, Jeni R
Knudsen, Trent A
Koch, Francis J
Kolsto, Gina
Kono, William D
Kooiker, Brad L
Kraft Pizza
Kramer, Philip
Kremer, Herb D
Kremer, Kelly J
Kress, Marty
Krug, Steve F
Krum, Beverly M
Kruse, Joe
Kubik, Kathleen S
Kuhn, Darrell E
Kunch, Donald M
Kuper, Tina
Lahn, Zach A
Lala, Mike
Lane, Ronald W
Lane, Donald
Lang, Arin L
Lang, Evelyn
Lang, Neil J
Lapage, Michael
Larson, Kelly A
Lazenby, Edwin P
Leckness, Emily A
Lehmann, John R
Leighton-Dick, Edouard L
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Leroy, Amy D

Lewis, Melody
 Lewis, Pamela E
 Lijja, Clarice M
 Lindemier, David R
 Lint, Steve P
 Little, Chase
 Lokenvitz, Kelley R
 Long, John S
 Lorenz, Larry D
 Loretta E Schnoor Trust
 Lortz, Paul L
 Lucas, Steven W
 Luloff, Janet M
 Lunkey, Tom
 Magoon, Nichole M
 Mahoney Jr, Dan D
 Mahoney, Edward J
 Mahurin, James
 Maile, Inez P
 Manley, Dennis R
 Mann, Zach
 Marise, Lacey A
 Marquart, Natasha L
 Martin, Melvin M
 Martin, Samantha L
 Martin, Wayne D
 Maser, Darryl
 Mason, Clyde M
 Mason, James P
 Mattson, Eric
 Mcallister, Steven D
 Mccann, Kevin
 Mccann, Cassie A
 Mccarty, Donald E
 Mccleary, Stephen J
 Mccord, Thomas R
 Mccormick, Robert J
 Mccurdy, Philip
 Mcgowan, Gabe A
 McGraw, Dave L
 Mckinley Hilmer, Janet
 Mckinley, Sheila K
 Mckinley, Heather J
 Mcmanus, Judy L
 Mead, Greg
 Meek, Dawn M
 Megonigle, Keith R
 Merchant, Matt A
 Meredith, Bruce
 Merritt Farms
 Merriweather, Ernest J
 Metcalf, Linda C
 Meyne, John L
 Michel, Larry J
 Michels, Lowell
 Midwest Welding &
 Fabrication
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 Miller, Darla J

Miller, Duane
 Mills, Ben C
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 Milnes, Dan S
 Milne, Joel
 Monsanto
 Moore, David
 Moritz, Aley
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 Moroney, Robert J
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 Morrissey, Nick J
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 Moser, Leslie K
 Moses, Ricky O
 Mullan, Brian L
 Mulvaney, Rex
 Murdock, Ron M
 Murphy, Danette A
 Murphy, Phil A
 Murphy, Todd A
 Murray, Mark C
 Musallam, Maher J
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 Napus Federal Credit
 Union
 Nehl, Sam J
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 Donna
 Newton, Garland F
 Nextera Energy Duane
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 Noe, Melvin
 Noeller, Kerry L
 Northeast Iowa Restau-
 rant Management
 Nossbisch, Jaime S
 Novak, Janet L
 O'Brien, Tom A
 O'Connor, Kelly J
 O'Connor, Carl
 Offerman, Carol A
 Olsen, Mahlon L
 Omega Inc
 O'Neill, Edward
 Osborn, Brein E
 Osborn, Nicole M
 Osborne, Matthew M

Osborne, Matthew
 Osterhaus, Jane
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 Packer, Paul
 Paris Brothers LLC
 Paris, Jeremy
 Paris, Jeremy
 Paris, Lisa
 Parr, Janet M
 Parr, Joseph A
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 Patton, Lisa M
 Paul, Sharon R
 Paxson Communications
 Corp
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 Petrzelka, Matt W
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 Phillips, Dean
 Pieper, Genevieve
 Estate
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 Reeves, Ryan
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 Reifensstahl, C D

Reiner, Jim A
 Renfer, Larry E
 Retz, Drew E
 Reuter, Caitlin E
 Reyes, Ron
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 Richards, Rich
 Richter, Randall
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 Rider, Amy M
 Ridings, James O
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 Ritter, Lucie
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 Routt, Julia G
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 Rozek, Chris
 Rueber, Betty E
 Ryan, Earl F
 Ryden, Alan L
 Saelens, Stefanie A
 Sampica, Steven J
 Sanders, Steven C
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 Sanger, William
 Sarnowski, Jack
 Sasse, Robert L
 Saunders, Rachel
 Sauser, Joel M
 Savago Family Farms
 Schares Jr, Melvin S
 Schares, Martin
 Scheil, Jon W
 Schellhammer, Sara
 Schiller, Darlene R
 Estate
 Schmidt Construction
 Co. Inc.
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 Schroeder, Janice M
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Schumacher, Lawrence J
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 Scott, Lawrence T
 Scott, Travis L
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 Seals, Lori J
 Sears, Kevin K
 Seastrom, Debra J
 Sebetka, Russ R
 Sebetka, Corey A
 Seeman, Amanda M
 Seilenbinder, Karen K
 Selco Inc.
 Severin, Holly S
 Shaffer, Cheryl A
 Shannon, Michael D
 Shebek, Matt J
 Shelton, Anthony C
 Sherman, Barbara J
 Showalter, Judy A
 Shultz, John D
 Siemens, Wallace L
 Silhanek, Rod
 Simmons, Jaisa K
 Skeers, Robert R
 Slick, Steve A
 Smith, Brian C
 Smith, Donald
 Smith, Kim H
 Smith, Amanda M
 Smith, Dan L
 Smith, Delores Estate
 Smith, Norman R
 Smith, Scott
 Snider, James E
 Solberg, Brett T
 Soldwish, Reginald H
 Sondag, Brian L
 Speckner, Dale W
 Speckner, Josh M
 Spencer, Jack L
 Spinsby, Jacob R
 Stachar, Gil R
 Stallman, Rob J
 Staveley, Lee
 Stepanek, Mark
 Stephenson, Curtis J
 Stephenson, Edward C
 Stevens, Larry
 Stevens, Nancy
 Stewart, David L
 Stewart, Brad
 Stewart, Rita M
 Stickfort, Jamie
 Stinson, Valerie L
 Stockdall, Jeremy
 Stocks, Lisa

Stockwell, Jeff R
 Stout, Johanna
 Strief, David L
 Strike, Stuart A
 Stroof, Chuck
 Struchen, Thomas D
 Stueck, Gene
 Stull, James
 Sturtz, George
 Suchy, Teresa A
 Surber, Marilyn L
 Sutton, Donna
 Sutton, Scott A
 Svensen, Alana
 Svoboda, Zach D
 Swanson Big Timber
 Sweet, David A
 Sweet, Ethel
 Sweet, Tracy M
 T2 LLC
 Taivalkoski, Merribeth
 Taken, Almore L
 Taylor, Gerald W
 Templeton, Denise
 Templeton, Paul
 Thoma, Mark A
 Thomas, Craig A
 Thomas, Robert H
 Thompson Properties
 Thompson, Rodney R
 Thompson, Danny K
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 Tiedeman, Troy A
 Timm, Willie
 Timmerman, Nicole R
 Titcomb, Stephen
 Tjelmeland, Scott
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 Travis, Dale W
 Troester, Larry
 Troester, Natalie
 Trosdahl, Cindy S
 Udell, Bryant W
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 Unrau, Brooke
 Urbana/Polk Township
 Fire Dept
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 Vajgrt, John R
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 Venenga, Steve M
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 Vogt, Jacqueline C
 Volker, William
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 Walter Aviation Inc
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 Watson, Mary
 Weber, Josh
 Weisert, Mike D
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 Welsh, John
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 Werger, Duane A
 Werner, Michelle
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 Werner, Tracie C
 Wernett, Carol Estate
 Werning, Teresa R
 Wesely, Mark
 Westendorf III, Donald P
 Weuste, Kathy
 Whipple, Charles
 White Communica-
 tions LLC
 White, Curt
 White, Jason D
 Wiegand, Kirk
 Wilkinson, Phillip
 Williams, Anna B
 Williams, Levon M
 Williams, Lynn Estate
 Wilson, Amber
 Wilson, Jason
 Wilson, Mashara
 Windover, David H
 Wittmer, Barbara
 Wittrock, Kelsie
 Woodland Estates
 Wordenhoff, Clarence E
 Wright Hog Farms LTD
 Wright, Aaron L
 Wright, Justin
 Wyldes, Karen
 Yancek, John E
 Yock, John
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Cooperative Offers Two Helpful Notification Programs *a Keeping the Lights On message*

THE NOTIFY LANDLORD BEFORE DISCONNECT PROGRAM



NOTIFY LANDLORD BEFORE DISCONNECT

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

THE HELPING HAND REMINDER PROGRAM



HELPING HAND REMINDER

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

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

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18. Signature and Title of Editor, Publisher, Business Manager, or Owner Lisa Franck, Manager of Communications/Editor			Date 09/27/24

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Message From the CEO continued from page 12

our efforts and ensure we continue to meet your needs. Thank you in advance for your participation! 🍌

East-Central Iowa Rural Electric Cooperative does not share members' personal information with outside vendors.

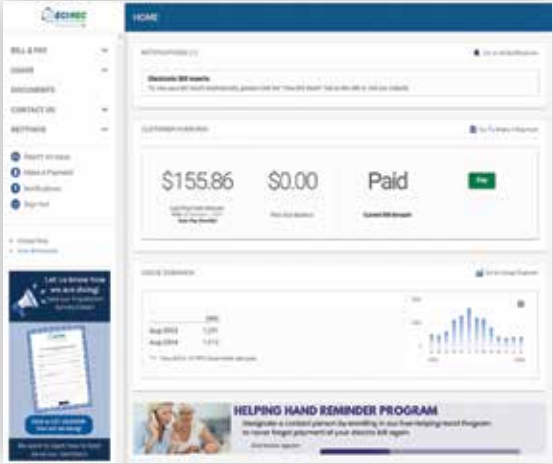
There are three places to find the new ECI REC survey...

QR code to SurveyMonkey page



Popup at ecirec.coop

SmartHub account sidebar



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- Board District 2 - Julie Kester**
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- Board District 8 - Nick Donlea**
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- Board District 10 - Gary Cook**

CLASSIFIEDS: Free to members only

Please email your ad to classifieds@ecirec.coop. Ads for the January/February 2025 Heartland Link must be received by December 1, 2024.

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.

Privacy Policy for East-Central Iowa REC

Our Commitment to Privacy: At East-Central Iowa REC, confidentiality is very important to us. As we continue to improve and expand our services and delivery channels, we recognize our customers' need and desire to preserve their privacy and confidentiality. East-Central Iowa REC recognizes the trust you have placed in us and is committed to safeguarding the privacy of our customers' information. The following policy affirms our continued commitment to preserving customer confidentiality.

The Information We Collect: We receive and retain information about our customers through many sources:

- » Information we receive from you on applications or other forms;
- » Information about your transactions with us, our affiliates, or others; and
- » Information we receive from a consumer-reporting agency.

The Way We Use Information: We limit the use and collection of nonpublic personal information to that which is necessary to maintain and administer financial services. We do not share this information with outside parties unless:

- » The information is provided to help complete a customer-initiated transaction (such as credit reporting agencies, document processing companies, etc.);
- » The customer has requested it;
- » The disclosure is required by law (e.g., subpoena, investigation of fraudulent activity, etc.); or
- » The disclosure is required by banking regulation (e.g., Fair Lending Reporting Act, Home Mortgage Disclosure Act).

When customer information is provided to any of the third parties just mentioned, that third party must agree to adhere to privacy principles that provide for keeping such information confidential.

Limiting Employee Access to Information: East-Central Iowa REC limits employee access to customer information to those with a business reason for knowing such information. All of our employees are educated on the importance of confidentiality and customer privacy. Any employee who violates the financial privacy of our customers will be subject to appropriate disciplinary measures and possible termination.

Protection of Information via Established Security Procedures: To prevent unauthorized access, maintain data accuracy, and ensure the correct use of information, we have put in place appropriate physical, electronic, and managerial procedures to safeguard and secure the information.

Maintaining Accurate Information: We have established procedures so that our customers' financial information is accurate, current, and complete in accordance with reasonable commercial standards. East-Central Iowa REC will respond to requests to correct inaccurate information in a timely manner.

At East-Central Iowa REC, we value our customer relationships. We want you to understand how we use the information you provide and our commitment to ensuring your personal privacy. If you have any questions about how East-Central Iowa REC protects your information, please contact us at 877-850-4343 or email ecirec@ecirec.coop.

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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: We Want to Hear From You!

WE LIVE IN A device-driven world. Our smartphones, tablets, laptops, and an assortment of other devices help us communicate and connect. Companies spend billions pushing out a steady drumbeat of messages and information, and we are constantly bombarded with seemingly one-way communication. Is anyone listening at the other end?

At East-Central Iowa REC, we're not just listening—we're eager to hear from you! Whether you respond to a survey or a social media post, send an email, or simply stop by to chat in person, we thrive on your feedback. Connecting with you helps us know whether our members are satisfied with our service and how we can improve.

Speaking of surveys—your Cooperative recently updated our survey format. Previously, we asked for feedback from members who had reached out to us during the month. The new survey format will be available to all members, all the time. We understand you are busy and receive many solicitations for your opinion. With that in mind, we've kept the survey questions short, and there is a comments section for your feedback.

Your input is invaluable to us. Please take a few minutes to complete our new survey. Your feedback will guide

continued on page 11