

heartland LINK

A publication of East-Central Iowa Rural Electric Cooperative

BEAT THE PEAK page 4

Tips to use energy when it's less expensive.



PATRONAGE RETURNED page 5

Board votes to return \$616,993 to members.

ENERGY BILL SIGNED page 7

Supports rate affordability and provides regulatory clarity.

OPEN HOUSE page 10

Members check out new Independence Operations Center.



Members Open New Independence Home

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Starting August 30 in Boone

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our members say thank you

“Thank you for the \$10 credit from the *Heartland Link* Member Challenge contest. It’s exciting to get ‘happy’ mail. Thank you, too, for your great co-op service.” **TERRY & MARCIA BENGSTON**

“I would like to express my gratitude for the generous scholarship you gave me.” **BRAYDON NUNEMAKER**

“I called regarding appliance rebates and spoke with Adam Albertsen. He was friendly and enthusiastic. He genuinely wanted to help and had speedy follow through. I don’t see service skills like his often.”

ROBYN HOSCH, STARMONT CSD

take the member challenge

1. **ENERGY WISE:** This is a wonderful opportunity for our members and the public to experience an energy-efficient _____, especially if you are curious about how to integrate these products and technologies into your own home.

2. **COOPERATIVE DIFFERENCE:** Since ECI REC is a non-profit organization, members pay for their electricity _____, and any margins left over at the end of the year after all expenses are covered are allocated in the form of patronage dividends.

3. **KEEPING THE LIGHTS ON:** If this occurs, 10,607 meters will have been _____ within seven months.

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 2018 *Heartland Link* entries. These members will receive a \$10 credit on their account.

- | | |
|-----------------|-----------------|
| Don Callahan | Norman Sackett |
| Harry Fox | Alma Schlumbohm |
| William Gibson | Jerome Tempel |
| Brenda Kleitsch | Judith Thurman |
| Larry Koster | Janet Venneman |
| Donna Lein | Emma Widner |
| Larry Lynn | Ruth Wieditz |
| Deb Reichen | Edwon Yedlik |

Calendar Notes

7/4 – Closed for Independence Day

9/3 – 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

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](https://www.facebook.com/eastcentraliowarec)



COVER STORY

Mark your calendars for an all-electric home open house!

1948 265th Street,
Independence, IA 50644

Saturday, August 18: 11 a.m. - 3 p.m.
Sunday, August 19: 12 p.m. - 4 p.m.

Members Open New Independence Home for Tours

an Energy Wise feature

THE RASMUSSEN FAMILY and East-Central Iowa REC would like to invite you to a Model Home Open House. This all-electric, energy-efficient home exhibits state-of-the-art technology in the areas of environment, indoor air quality, and energy efficiency. The Rasmussen home is a wonderful example of the quality of life and benefits that all-electric living can offer.

The home features water-to-air and water-to-water geothermal heat pumps that use the energy stored in the earth to heat and cool the home, eliminating greenhouse gases that would be generated by a fossil-fueled heating system. This highly efficient geothermal system qualifies for excellent rebates and is eligible for the

newly reinstated Geothermal Federal Tax Credit.

The potable hot water for the home is generated by an electric hybrid heat pump water heater and a desuperheating water heater tied to the geothermal system. The indoor air quality is controlled by a heat recovery ventilation system. It introduces fresh air while exhausting stale, contaminated indoor air and uses heat from exhaust air to warm fresh, incoming air. The home also has provisions for a radon abatement system and a sealed sump pump.

The exterior walls are constructed of Insulated Concrete Forms (ICF) which make for an excellent continuous R-value and provide second-to-none construction

durability. The attic insulation is a combination of blown-in cellulose and closed-cell spray foam, achieving an R-value of over 60. The windows are gas-filled, triple-paned, low-emissivity (low-e) and reduce heat loss in the winter and heat gain in the summer. All major appliances are ENERGY STAR®-rated for optimal efficiency.

The home features ENERGY STAR-rated LED light fixtures and multispeed ceiling fans to limit stratification.

This is a wonderful opportunity for our members and the public to experience an energy-efficient living space, especially if you are curious about how to integrate these products and technologies into your own home. ECI REC and numerous contractors will be on hand to offer their expertise and answer any questions that you may have.

This two-day open house is scheduled for Saturday, August 18, from 11 a.m. to 3 p.m., and Sunday, August 19, from 12 noon to 4 p.m. The home is located at 1948 265th St., Independence.

Watch for signs, and we hope to see you there! 



Think Green: Go Paperless!

smart hub

Go paperless with SmartHub for convenient access to your bill anytime, anywhere. Going paperless isn't only going to save you trips to the mailbox, it also helps save the environment. View and pay your bill on your mobile device or on the Web by going paperless with SmartHub.

Go green with SmartHub.
Available on Apple and Android devices and on the Web.

See You at the 2018 Farm Progress Show! a Community Connected notice

THE FARM PROGRESS SHOW, our nation's leading outdoor farm show, will be back in Boone, Iowa, on August 28–30, and East-Central Iowa REC wants to see you there! You can find ECI REC, your Touchstone Energy® Cooperative, in the southwest quadrant of the show at the Rural Electric Cooperatives of Iowa lot: 10S.

Stop by to learn how to stay safe around electricity, discover how to improve energy efficiency, and enjoy free water and popcorn while supplies last. Members are also encouraged to register for prizes and stay for a high-voltage-safety demonstration.

The Farm Progress Show features the most extensive state-of-the-art information and technology available for today's agricultural producers. This major agriculture 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 2018 Farm Progress Show will be located at the Central Iowa Expo at 1827 217th Street, Boone, Iowa. In the coming years, the show will continue to rotate annually between this site and Decatur, Illinois. 📍

Change Habits to BEAT THE PEAK

You can beat the peak (and save money!) by decreasing your power use when energy demand and prices are at their highest. Here are a few tips to help you get started:

Laundry for Less:

Full loads mean fewer cycles, and washers and dryers run in the late evenings add less heat and humidity to the home. Energy can cost less outside of peak hours.



Cool Off/Calm Down:

Turn off unnecessary lighting and electronics that generate heat, resist the urge to turn down the thermostat and remember, lower fan settings use less energy.

Intramural Competition:

Online gaming with each active player using their own computer, display, gaming console and internet connection gets pricey. Play each other at home on one screen and save.



Countertop Convenience:

Range or oven cooking can really warm up a kitchen. Microwaves, convection ovens, induction cooktops, Crock-Pot® and toaster ovens put more cooking heat where you need it.

DID YOU KNOW that *when* you use electricity often matters as much as *how much* electricity you consume?

It's no surprise that electricity use fluctuates throughout the day based on consumer demand. Electric cooperatives must be able to provide enough electricity to meet the energy demands of their members during peak hours of energy use. Early-morning and evening hours—when people start their day and when they return home after work—are common times for peak energy use.

To reduce peak energy demand and save money, many electric cooperatives encourage electricity use during off-peak hours—when energy is less expensive to provide. Similar to saving money by attending a matinee, you can keep more money in your wallet simply by using electricity during an off-peak time period. Using less on-peak power means lower costs for ECI REC—and ultimately, lower rates for our members.

By performing some of your daily chores during off-peak hours—like running the dishwasher or doing laundry—you can save on your utility bill. In a similar vein, you can save by plugging electronic equipment—such as computers, printers, TVs, and power tools—into a power strip, then turning it off during peak hours.

You can also put technology to work for you. If you have a programmable thermostat, adjust the settings so your heating/cooling system syncs up with off-peak hours. In the same way, use automatic timers to run hot tubs, pool pumps, water heaters, and other appliances.

Saving energy can be simple. Remember, by shifting your energy use to off-peak times, you have the power to save on your monthly energy bill.



Board Returns \$616,993 to Members Through Patronage Dividends

a Cooperative Difference update

AT ITS MAY BOARD MEETING, the ECI REC Board of Directors approved the retirement of \$616,993—100% of 2003, 9.76% of 2015, and 5.49% of 2016 margins—to members of the Cooperative. This month, 9,155 member-accounts that received electricity from East-Central Iowa REC in 2003, 2015, or 2016 should receive money back. These dollars represent your share of the deferred patronage dividends (profits) the Cooperative earned in 2003, 2015, and 2016. In the past 10 years, ECI REC has returned \$5,427,553 to its members.

Ninety-three percent (6,584) of the 7,065 member-accounts receiving money back are active accounts currently receiving electricity from ECI REC. These active member-accounts will see a credit on their June bills. The remaining member-accounts that are no longer active (not currently receiving electricity from ECI REC) will receive their credits in the form of a check placed into the mail. If you do not receive a credit on your June

bill, you did not receive electric service from ECI REC in 2003, 2015, 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 not only operating margins (generated directly by the sale of electricity to you), but also “non-operating” margins (interest from the investment of spare cash and patronage dividend allocations ECI REC receives as a member of other cooperatives, from which we purchase goods and services).

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. 🌱

Power to Your Community



Visit the Touchstone Energy Cooperatives of Iowa booth to learn more and register to win one of three Instant Pots!



That's a Wrap: Governor Ends Veto Period

a Looking Out for You update

FOLLOWING the *sine die* adjournment of the Iowa Legislature, the governor has 30 days to act on any bills passed by the legislative branch in the final three days of the session. Typically, many of the bills that wait until the end of session are budget bills that have worked their way through the appropriations process. It has also become common practice for the governor to act on the remaining bills the Friday before the veto period is up. That was the case this year, as Governor Reynolds took action on 12 bills June 1.

One of the bills that was signed included a transfer of funds from the Iowa Energy Center equaling \$7.7 million over three successive fiscal years, beginning next summer on July 1, 2019. 🌱

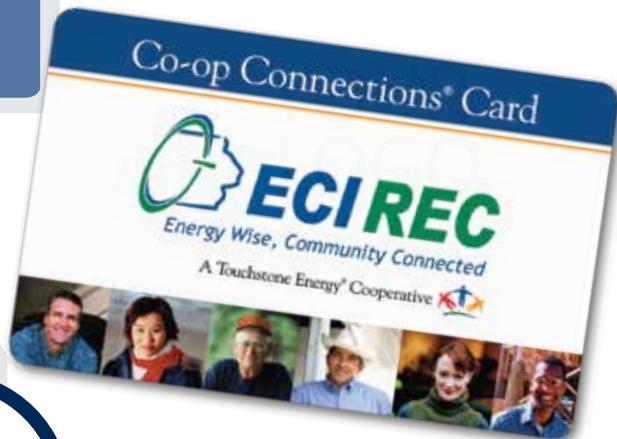
PHARMACY DISCOUNT

By the numbers....

Rx The pharmacy discount saved members an average of **46%** on prescriptions.

92% of these prescriptions were **generic**.

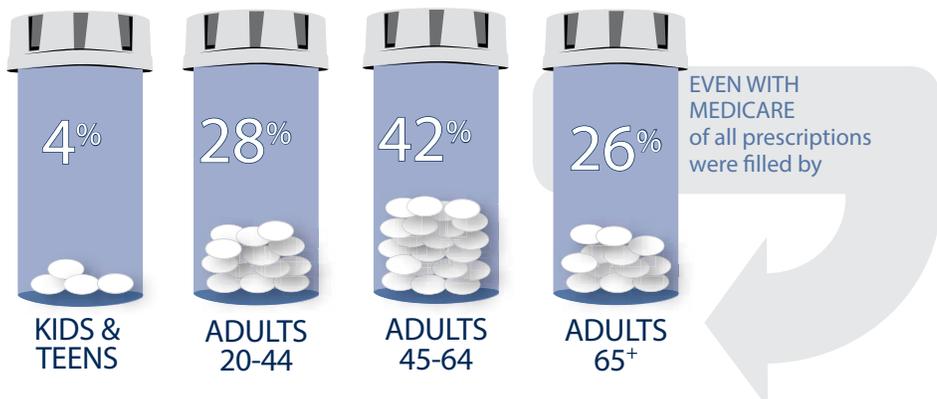
on these prescriptions members saved an average of **53%**



MOST POPULAR PRESCRIPTIONS

ANTI-DEPRESSANTS/
ANTI-ANXIETY
BLOOD PRESSURE/
BETA BLOCKERS
PAIN RELIEVERS
DIURETICS
ANTIBIOTICS
ANTI-SEIZURE
ADHD

PRESCRIPTIONS FILLED BY AGE



SHOW YOUR CARD AND SAVE!

- Present your card at the pharmacy when it's time to pay for your prescription
- Even if you have insurance, present both your insurance card AND pharmacy discount card at the pharmacy to receive the lowest price
- Accepted at 60,000 pharmacies including CVS, Walgreens, Walmart, and more

Pharmacy discounts are NOT insurance, and are not intended as a substitute for insurance. The discount is only available at participating pharmacies. Administrator: New Benefits, Dallas, TX.

Iowa's Electric Cooperatives Thank Governor Reynolds for Supporting Energy Bill That Promotes Affordability

a Looking Out for You feature

IOWA'S ELECTRIC COOPERATIVES thank the Iowa Legislature for passing Senate File 2311, and we applaud Governor Kim Reynolds for signing the legislation into law on May 4. The legislation includes several sections that are beneficial to cooperative members, especially with regard to rate affordability.

Providing robust energy efficiency programs and services has long been the foundation of Iowa's electric cooperatives' commitment to environmental stewardship. Over the past 10 years, the Iowa Association of Electric Cooperatives has invested more than \$120 million in energy efficiency measures, saving at least 6 billion kilowatt-hours. The bill signed into law by Governor Reynolds does not lessen our commitment to energy efficiency. Instead, SF 2311 provides much-needed regulatory parity and clarity for electric cooperatives. The newly signed legislation will

ensure our energy efficiency programs are cost-effective—meaning that cooperative members aren't footing the bill for a program that isn't financially responsible.

The legislation also eliminates time-consuming and duplicative reporting to the Iowa Utilities Board (IUB). It will require the IUB to consider existing federal regulations before establishing similar state mandates. This will save cooperative employees valuable time and resources, which will be directed toward further serving our members.

Many of the provisions in SF 2311 allow rural Iowans to be treated just like those who are served by a municipal utility. Governor Reynolds' signature on this bill means electric cooperative members will have the opportunity for rate stabilization and energy affordability well into the future. 🌱

At Work In Our Communities

ECI REC Line Foreman Brian Reidy joined over 20 other presenters who shared their career paths with students at the Career Day held at the Independence West Elementary School.

ECI REC Member Service Technician John Tegler presented on power line and electric safety at the annual Third Grade Ag Day, led by the Benton County Extension Service. The event reached around 250 students from Vinton-Shellsburg, Benton, and Belle Plaine Community School Districts.

Photo by Independence Community School District

Photo by Vinton Today



Gary Marlow Retires After 44 Years of Service

a Cooperative Difference feature



AFTER 44 YEARS OF DEDICATED SERVICE, Operations Manager Gary Marlow will retire on July 6. Gary's career began in June 1973 when he was hired as temporary help by Allamakee/Clayton REC in Postville, Iowa. He worked there for three months before enrolling in the Powerline Technology program at Northwest Iowa Community College (NICC).

During his time at Allamakee/Clayton REC, Gary was stationed on the bluffs of the Mississippi River. Accompanied by rattlesnakes, he dug six-foot pole holes with a pair of jammers and a frost bar. If he couldn't get the holes deep enough in the limestone terrain, a lineworker would come in the next day and use dynamite to finish the job.

Upon graduation from NICC, Gary began to work for Benton County Electric Association on September 3, 1974. He worked in a variety of positions, from apprentice lineworker to his current position of operations manager.

Gary and his wife, Jill, have a small farm in rural Vinton that will keep him very busy in retirement. Gary and Jill also plan to take several trips to Northeast Iowa on their Harley Davidson motorcycle. Most of all, Gary and Jill look forward to spending time with their children and granddaughters.

"Please join me in congratulating and thanking Gary for his many years of service to ECI REC, along with extending good wishes in his retirement," said CEO Steve Marlow. "Again, thank-you and congratulations, Gary!" 🍷

Veteran Lineworker Promoted

a Cooperative Difference feature



BRIAN REIDY, a 19-year veteran lineworker for ECI REC, has been promoted to the position of line foreman serving out of the

Independence Operations Center. The line foreman's position opened after the promotion of 27-year veteran Tom Schmitt to line superintendent. Brian started his new position on April 23.

"I've worked alongside Brian for 19 years. He's very knowledgeable and will do an excellent job—he's looking forward to his new leadership role," said Tom.

Congratulations, Brian! 🍷



Never leave a fire unattended, and make sure you completely extinguish the fire when you're done. Drench the fire with water and stir the ashes until cold.



When burning yard waste, follow local ordinances. Avoid burning in windy conditions, and keep a shovel, water and fire retardant nearby to keep fires in check.



Tips to Prevent Wildfires



Play it safe when using fueled lanterns, heaters and stoves. Lighting and heating devices should be cool before refueling. Keep flammable liquids and fuel away from appliances.



Never discard cigarettes, matches and smoking materials from moving vehicles, or anywhere on park grounds. Completely extinguish cigarettes before disposing of them.

Source: National Geographic

OPERATIONS UPDATE

a Keeping the Lights On feature



2017-2020 Construction Work Plan Project Progress

AMI UPDATE - Implementation of advanced metering infrastructure (AMI) continues to move along very well. As of this publication date, ECI REC and Chapman Metering have upgraded 5,340 meters with new smart meter technology, completing nearly all meter exchanges within ECI REC's southern service territory. This includes heat meters. The meter exchanges for the remaining 50% of ECI REC's member-accounts will be primarily centered in the Co-op's northern service territory. If the weather continues to cooperate, it may be possible to have the remaining 5,267 meters upgraded by or even before Labor Day week. If this occurs, 10,607 meters will have been exchanged within seven months. The first meter exchanges took place at the end of January.



OVERHEAD LINE REPLACEMENT -

Contractor Highline Construction, Inc., 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 in ECI REC's southern service area. Replacement of the remaining 19.9 miles of distribution system will take place in ECI REC's northern service area and is scheduled to begin in August.

UNDERGROUND LINE REPLACEMENT -

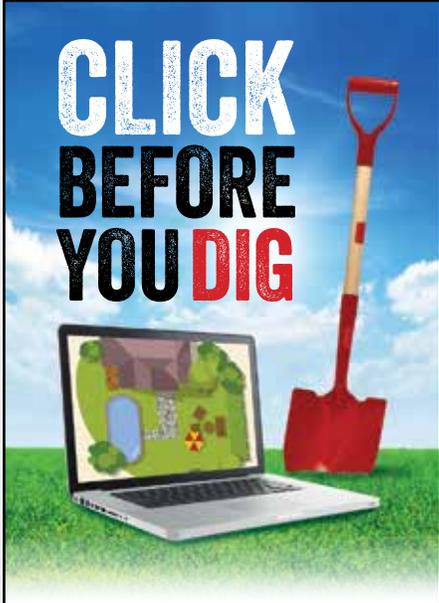
ECI REC's underground contractor, PUSH Inc., out of Rice Lake, Wisconsin, is working to replace 31.7 miles of underground distribution cable this year. They have completed installation of 13.9 miles of line near ECI REC's Spring Creek, Shady Grove, Jesup, Byrantsburg, and Maryville substations in the northern service area. Work has begun on the remaining 17.8 miles of underground in the Co-op's southern service area near the BECCA, Lindahl, Crozier, Watkins, Van Horne, and Garrison substations.

COMMUNICATION TECHNOLOGY UPGRADES

ECI REC's Information Services Administrator Nathan Groom and SCADA Technician Doug Applegate continue to upgrade equipment and communication technologies within our 25 substations. These upgrades include replacement of outdated switches and vacuum circuit breakers with electronic reclosers, sometimes referred to as Vipers. To date, these technology upgrades have been completed in all but three substations. In late July, work will begin on the Homer and Garrison substations, installing four of the electronic reclosers and two switches. This will leave only the Van Horne substation. These upgrades allow us to be more responsive to outages and remotely re-route power from one substation to another to keep members energized if that need should arise.

Annual Maintenance Program Notes

Badgerland Utility Solutions, LLC, of Tomah, Wisconsin, was contracted by ECI REC to perform inspections of the Cooperative's underground distribution systems within the Garrison and Fairbank substation areas. This work took place in May, and the inspection results were good, with very few defects found. Later this summer, 4,328 poles will be inspected in the Garrison and Fairbank substations area. These inspections will be performed by Osmose Utilities Services, Inc. 



CLICK BEFORE YOU DIG

IOWA 811 ONE CALLSM

Planning a landscaping or terracing project? Planting trees or shrubs? Make sure to call 811 (or submit an online request) at least 48 hours before each job to have underground utility lines properly marked. It's the law!

2017 Central Iowa Power Cooperative Power Supply Report

by Allen Albers, Representative on the CIPCO Board of Directors | a Cooperative Difference feature



2017 WAS A YEAR OF CHANGE for Central Iowa Power Cooperative (CIPCO), as we said goodbye to our long-time CEO Dennis Murdock

and welcomed Bill Cherrier into the fold as CIPCO's newest Executive Vice President and CEO. As a Board, we're proud of the position CIPCO holds within the industry and look forward to continually moving the needle on success for the organization. I'm privileged to serve as your representative on both the local Board of Directors and the CIPCO Board of Directors. We look forward to implementing innovative ideas that benefit East-Central Iowa REC members.

As our Cooperative's power supplier, CIPCO has made significant investments in emission and carbon-free resources of energy, including the development and launch of a 6.4 MW utility-scale solar system. CIPCO's newest site, Southwest Solar Farm, is located in Corning. Additionally, the new Heartland Divide Wind project, a 104 MW wind farm, will come online

in late 2018. Wind, hydroelectricity, nuclear, solar, and landfill gas now make up over 60% of CIPCO's total energy portfolio.

An important part of East-Central Iowa REC's budget is the money each of CIPCO's member systems receives in the form of patronage dividends. These funds represent CIPCO's margins returned to our member-owners. CIPCO remains committed to returning patronage to its members. In 2017, East-Central Iowa REC received a total allocation of \$969,350 from CIPCO's patronage distribution.

CIPCO is committed to providing safe and reliable electricity at the lowest possible long-term cost to its members. As a not-for-profit electric cooperative, fiscal responsibility is critical to success. While other G & Ts across the country have implemented rate increases in recent years, the rate at which East-Central Iowa REC purchases wholesale electricity from CIPCO has remained stable throughout the past decade. In fact, the 2017 system rate was the lowest in nine years. At the same time, CIPCO continues to invest in its overall generation and transmission system to

ensure our electricity is reliable. In fact, CIPCO's 2017 outage rate was only 0.28 hours per member, one of the best reliability achievements on record for CIPCO.

CIPCO and East-Central Iowa REC are committed to ensuring members are using energy wisely and utilizing available options to reduce excess energy consumption. As a result, CIPCO and its member systems issued over \$2.7 million in energy-efficiency rebates that saved approximately 28.6 million kWh of energy. That includes 1,757,616 kWh savings for our members.

In my role as a CIPCO Director, I'm committed to guiding the organization into the future while maintaining the strong position of the organization as it stands today. I believe Board actions have positioned CIPCO well to navigate the changing energy industry over the next several years, allowing both CIPCO and our Cooperative to thrive. We remain steadfast in our commitment to delivering safe and reliable electricity to you, our member-owners, and to ensuring your needs are met now and in years to come. 

Thank You for Joining Us at the Independence Operations Center Open House!



Photos by Lisa Franck

grid, it begins with a system that is designed and built to withstand high winds, powerful storms, cybersecurity threats, and other disruptions that could result in outages. A resilient grid is also flexible and adaptable by allowing different types of generation—such as wind, solar, coal, and hydro—to seamlessly work together to provide you with safe and reliable power. The way our systems react to advancements in technology—from demand response investments to serving the needs of electric vehicles—factors into the resiliency of our grid.

Resiliency is a 24/7, 365-days-a-year task. Whether it's the power lines, substations, or generation facilities on our grid, it takes proactive maintenance and investment to keep them running smoothly. With thousands of consumers without power for months, the lack of resiliency in Puerto Rico's power grid wasn't solely caused by hurricane

damage; it was the result of years of neglect in taking care of their system and preparing for a worst-case scenario.

In a similar way to how we maintain our vehicles with regular oil changes, inspections, and tire rotations, a grid must also be properly maintained. Throughout the year, we regularly conduct pole and line inspections. Our goal is to find a problem before it becomes one. For example, if we find a weak pole that has damage from termites, we replace that pole. Doing so ensures that pole is as strong—or as resilient—as it can be.

Living in Iowa, we know that significant power outages can occur, especially as we enter spring and summer storm season. Whether we're at the mercy of tornadoes or river flooding, we have confidence in the resiliency of our system to recover from the situation with as little disruption as possible.

In the dictionary, resilience is

defined as “the ability to bounce back, recover quickly, and go back into shape or position after being stretched.” When it comes to providing our member-owners with resilient service, this is what we work toward—day in and day out! 🌱

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)

Three New Faces On the Lines for ECI REC

a Keeping the Lights On update



THIS SPRING, East-Central Iowa REC welcomed three new apprentice lineworkers to the team. This position entails setting/pulling poles, adding and removing services, restoring power outages, and assisting lineworkers with their tasks.

As one of the newest hires, Colton Dietrick (1) started at ECI REC in May. He attended Union High School and the Powerline Program at Northwest Iowa Community College. He currently lives in Jesup. Colton enjoys outdoor activities, including fishing, hunting, and boating. He is excited to join the team because he has heard only positive comments about ECI REC.

Colton Wolfe (2) joined ECI REC in March. He attended East Buchanan High School and also attended the Powerline Program at Northwest Iowa Community College. He currently lives in Quasqueton. His hobbies include being outdoors, hunting, and fishing. Colton is excited to see the work done around his hometown and have the chance to give back to local members.

Josh Cox (3) joined ECI REC in April. He completed his apprenticeship at Northwest Line College in Hindsville, Arkansas, and has four years of work experience. He currently lives in Marion, but has plans to move to Vinton in July. His hobbies include hunting and fishing. 🌱



CLASSIFIEDS: Free to members only

FOR SALE: 11-gallon, 135 PSI Tool Shop air compressor, hose, and attachments, used twice, \$100. Ph: 319-327-0771

FOR SALE: Six-drawer upright dresser, oak color, \$65; Light-duty fence post, 15 total, like new, \$20; Eagle/Lowrance Silent 61 depth finder, \$35. Ph: 319-654-4151

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

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

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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.smarthub.coop or download the app.
-  **Outage Center & Map**
View current outages via SmartHub or at outages.ecirec.coop:81.
-  **Online Forms**
Access rebate, service request, and program sign-up forms.
-  **Call Before You Dig**
Notify utilities before you dig at www.iowaonecall.com or call 811.
-  **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.
-  **Energy Resource Center**
Break down monthly energy costs. Click the Energy Resource Center icon at ecirec.coop.
-  **Iowa Rural Power**
Join grassroots advocates for Iowa's electric cooperatives. Visit www.iaruralpower.org.



Message From CEO Steve Marlow

What Is Grid Resiliency?

RESILIENCY OF THE GRID is one of the most popular concepts being talked about in the electric industry today. This concept recently made headlines in the wake of Hurricanes Irma and Maria, which caused extraordinary damage to Puerto Rico's electric grid, resulting in the longest sustained outage in U.S. history. Lack of resiliency became the go-to phrase to describe Puerto Rico's grid. Here in Iowa, what does grid resiliency mean for you?

Resiliency is many things—it's reliability in your electric service, it's our ability to efficiently restore your power, it's being able to meet the demands of new technology, and it's how we serve you with various generation sources without skipping a beat. Ultimately, resiliency is how we deliver on our promise to improve quality of life for our members.

When it comes to having a resilient electric