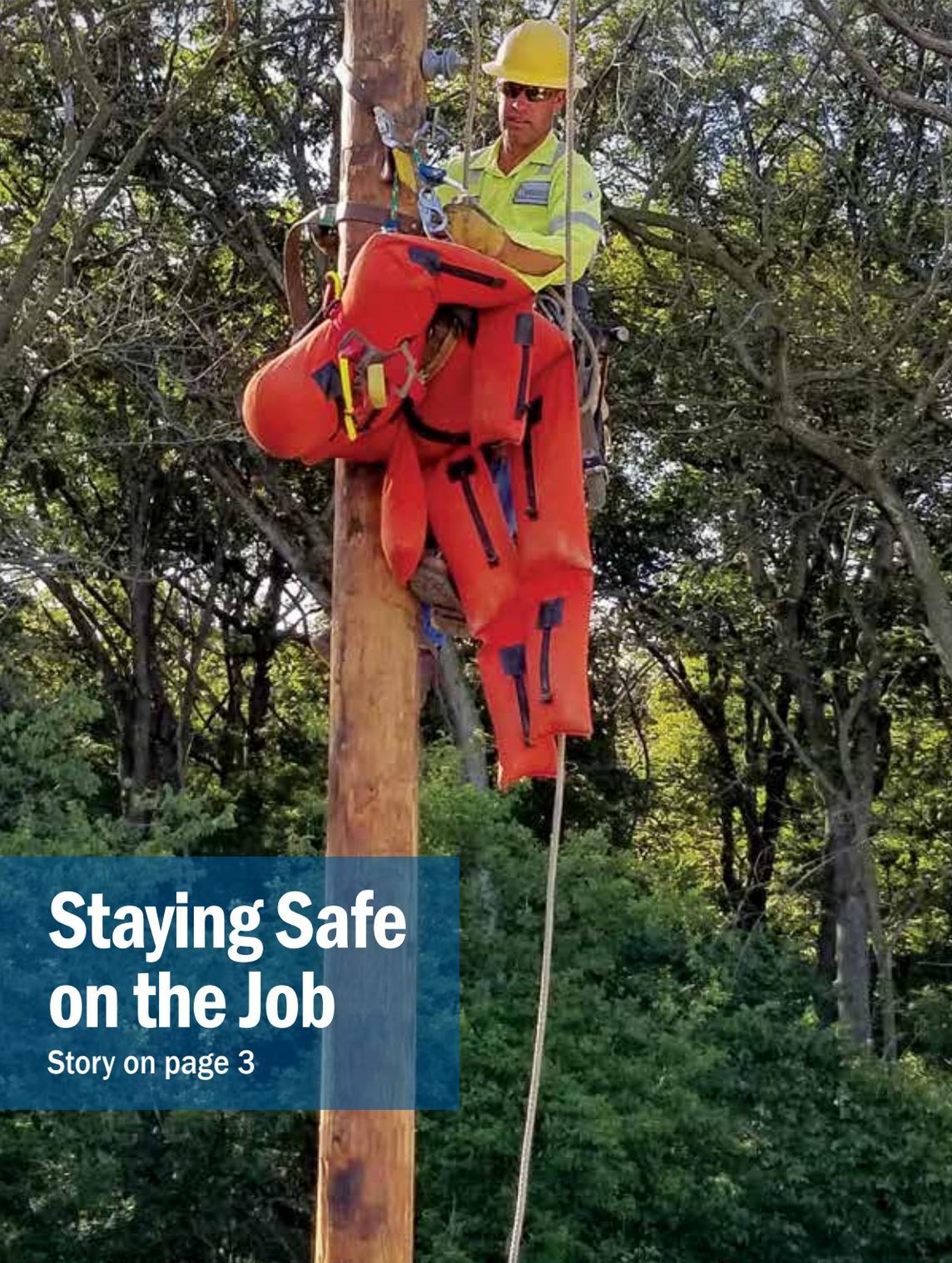


heartland LINK

A publication of East-Central Iowa Rural Electric Cooperative



Staying Safe on the Job

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OPERATIONS UPDATE

page 3

Crews prepare for substation capacity upgrades.



SMART LIFE

page 5

SmartHub makes paying bills and account management easier.

ONLINE TOOLS

page 7

Check out all the things you can do at www.ecirec.coop.

TAKING CENTER STAGE

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Crews on site to record news feature on ECI REC.



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Storm repairs, October inspections, substation maintenance

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our members say thank you

“Thank you to the guys who came and put our new pole and security light in on Sept. 4. They did a great job and even took some ribbing about my rocks!”

DON & DEB HIEPLER

“Thank you so much for your donation to the Benton County Fair! I received a banner for my fourth overall Lim-Flex heifer, Hela, and will be showing her next at the State Fair. I love showing at the fair and all the wonderful opportunities it has given me.”

BRECK COFFLAND

“Just a quick note to say thank you for the interesting ECI REC meeting in Vinton and for the delicious lunch and ice cream. The gift bag of food was useful, along with the purple cooler case. I am also grateful for the terrific service all year long.”

JANET PARR

take the member challenge

1. **KEEPING THE LIGHTS ON:** Not only is your billing history available, you can view your _____ to see how it trends over time.

2. **COOPERATIVE DIFFERENCE:** The Cooperative uses this _____ to maintain its poles and wires, rebuild its distribution system, and pay expenses.

3. **CEO MESSAGE:** While our priority is always to provide safe, reliable, and affordable energy, we view our role in the _____ as a catalyst for good.

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 Sept/Oct. 2019 *Heartland Link* entries. These members will receive a \$10 credit on their account.

Brent & Emily Parks

Everett Heitshusen

Larry Svestka

Daniel Rewoldt

Steve Runyan

Russell Kreutner

John Reiss

Thelma Rohlena

Mary Halva

Nan & Andrew Jennings

David Peck

Rebecca Kline

Nancy Coventry

Donna Kinney

Ray Kamin. Jr.

Garry Slife

Calendar Notes

CLOSED FOR HOLIDAYS

Mon. Nov. 11: Veterans Day

Thurs./Fri. Nov. 28/29: Thanksgiving

Tues./Weds. Dec. 24/25: Christmas

Weds. Jan. 1: New Year'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: 7:30 a.m. to 4:00 p.m.

(closed Saturdays, Sundays, and holidays)



OPERATIONS NEWS
OUTAGE UPDATES

facebook.com/eastcentraliowarec

Pole-Top Rescue Training Prepares Lineworkers for Emergencies

a Safety update

ALL ECI REC lineworkers are required to pass a pole-top rescue course each year. The timed exercises ensure each lineworker can safely secure and lower an injured or stranded co-worker using two methods: manually with a rope, clips, and cables, or by lowering the co-worker using the truck bucket. After the mannequin used in the training is safely lowered, the lineworkers practice performing CPR.

“We hope our lineworkers are never in a situation where these skills have to be used, but these exercises build the confidence and knowledge our team needs to perform life-saving measures should the need ever arise,” said Line Superintendent Tom Schmitt. 🙌

OPERATIONS UPDATE

a Keeping the Lights On feature



STORMS: Following a late-August storm, a tree fell into ECI REC's distribution line east of Rowley, causing it to burn down. Crews were dispatched. Because the line fell in a private right of way, Lineworker Grover had to climb the pole to put the line back up.



INSPECTIONS: As a part of ECI REC's regular maintenance plan, sub-contractor Badgerland Utility Solutions, LLC, out of

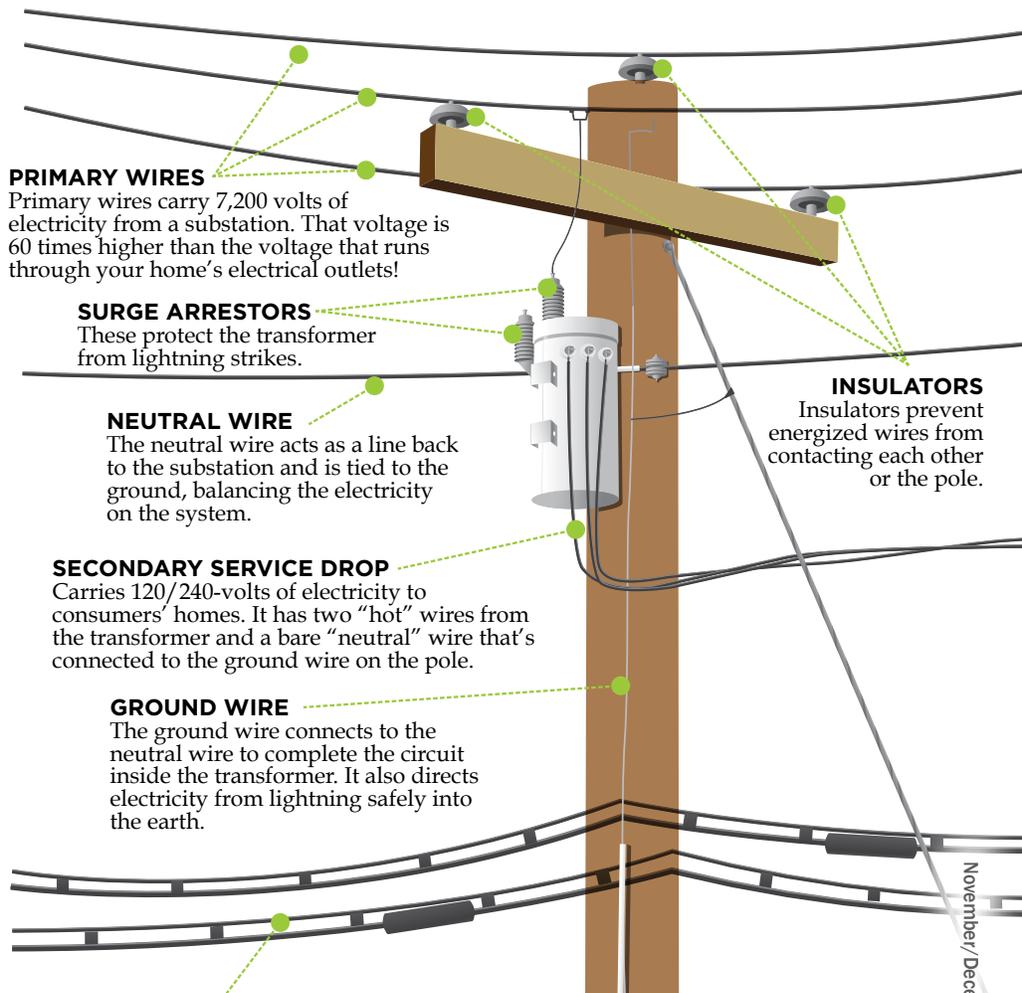
Wisconsin completed an underground utilities inspection on the Cooperative's Big Grove and Maryville substation circuits.



SUBSTATIONS: Lineworker Donnelly conducted regular maintenance at the Sumner substation. He changed out the oil circuit recloser and updated the wire size for the substation's upcoming capacity upgrade.

WHAT'S ON THAT POLE?

This illustration shows the basic equipment found on electric utility poles. The equipment varies according to the location and the service they provide.



PRIMARY WIRES

Primary wires carry 7,200 volts of electricity from a substation. That voltage is 60 times higher than the voltage that runs through your home's electrical outlets!

SURGE ARRESTORS

These protect the transformer from lightning strikes.

NEUTRAL WIRE

The neutral wire acts as a line back to the substation and is tied to the ground, balancing the electricity on the system.

SECONDARY SERVICE DROP

Carries 120/240-volts of electricity to consumers' homes. It has two "hot" wires from the transformer and a bare "neutral" wire that's connected to the ground wire on the pole.

GROUND WIRE

The ground wire connects to the neutral wire to complete the circuit inside the transformer. It also directs electricity from lightning safely into the earth.

INSULATORS

Insulators prevent energized wires from contacting each other or the pole.

TELEPHONE, CABLE TV, AND FIBER WIRES

These are typically the lowest wires on the pole.



NEVER NAIL POSTERS OR OTHER ITEMS TO UTILITY POLES. THESE CREATE A SAFETY HAZARD FOR LINeworkERS.

Original illustration by Erin Binkley



Apply Now for 2020 Youth Tour to Washington, D.C.

a Community Connected message

EACH YEAR, ECI REC pays the way for two high school juniors to attend the Electric Cooperative Youth Tour. The 2020 event will take place June 19–26. To be eligible for Youth Tour, students must be heading into their junior year of high school and have parents or

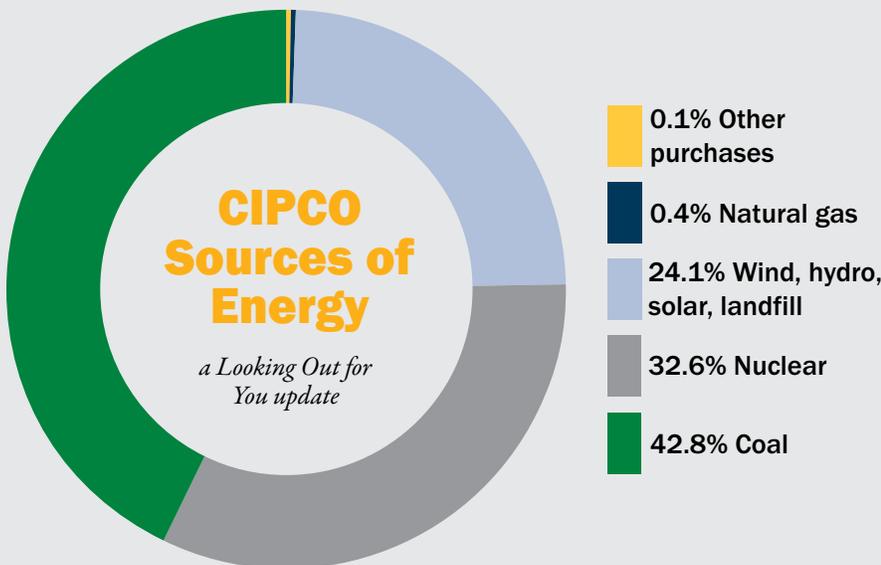
legal guardians who are members of ECI REC. Applications can be found on our Youth Tour page at ecirec.coop and are due Wednesday, February 26, 2020.

On Youth Tour, students visit many D.C. monuments and sites, like those listed to the right. They also have the opportunity to meet with members of their state’s congressional delegation and discuss issues with them.

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, Twitter, 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 Theater
- Korean War Veterans Memorial
- Lincoln Memorial
- Washington National Cathedral
- Mount Vernon
- Iwo Jima Sunset Parade
- White House
- U.S. Capitol
- Newseum



As a leading energy provider, CIPCO’s balanced portfolio is comprised of a diverse mix of nuclear, wind, hydro, solar, landfill gas, natural gas, and coal energy resources. CIPCO is committed to providing environmentally friendly energy, and nearly 60% of our generation is emission- and carbon-free.*

*All or some of the renewable energy credits associated with this generation may have been sold or may be sold in the future to other parties.



Driving Electric? Don't Miss This Rebate!

ECI REC offers rebates on residential **Level II Chargers** requiring a **240/208-volt input supply**. Members may qualify for 50% of installed cost up to \$500. Rebate is limited to one charger per home.

Learn more about the program requirements from the rebate form at ecirec.coop.



SMART USAGE

SMART MANAGEMENT. SMART LIFE. SMARTHUB.

Saving money just got easier.

Track your usage and take the guesswork out of your bill with SmartHub.

Through detailed graphs, you'll be able to monitor usage 24/7 and track your consumption, finding ways to reduce and save.

...All in the palm of your hand and online.



www.smarthubapp.com

Smart Management. Smart Life. SmartHub

a Keeping the Lights On feature

LIFE IS FAST, AND IT CAN BE HECTIC ... but it doesn't all have to be complicated. Paying your East-Central Iowa REC bill shouldn't be a complex task. With our SmartHub web and mobile app, it won't be.

You may have heard about SmartHub, our innovative tool for account management, but what can it do for you? SmartHub can help you take control of your ECI REC account like never before, giving you more time to focus on other responsibilities.

SmartHub has several features that make managing your account as easy as possible. Whether you're using the web or your smartphone or tablet (Android or iOS), you can pay your bill, view your usage, contact customer service, and get the latest news.

As soon as you log in, you can view your billing history and make a payment with just a couple of clicks ... or taps, if you're using the app. You can see your current bill, along with bills from the previous month or even the previous summer, if you want to compare costs. Not only is your billing history available, you can view your actual usage to see how it trends over time. This information allows you to take steps to lower your bill.

Making payments through SmartHub is fast and easy. The first time you make a payment, either on the web or your mobile device, you can securely store your payment information for future transactions. The next time you need to pay your bill, it will only take a couple of clicks.

Important ECI REC notices are also available through

New Look. New Experience. Same SmartHub. Coming Soon!

Take a look and let us know what you think >



SmartHub. You can select how you want to be notified about your bill, including email and text messaging. You can even set usage thresholds, so you know when you're using more than you'd like. This feature helps keep your electricity bill as low as possible.

Reporting a service issue is also quick and easy on the SmartHub mobile app. There's no need to call the office—just let us know about the issue with a few taps. You can also contact ECI REC for customer service requests or with any questions you may have using SmartHub's contact feature.

Access SmartHub by visiting ECI REC or downloading the app on your mobile device through the Apple App Store (iOS devices) or Google Play Marketplace (Android devices).

Plenty of things in life are complicated. Manage your ECI REC account simply, quickly, and easily with SmartHub. 📱

DAYLIGHT SAVING TIME REMINDER

Don't forget to fall
back on **November 3!**
Set your clocks back
by one hour.



Cooperative Offers Two Helpful Notification Programs

a Keeping the Lights On message

THE HELPING HAND REMINDER PROGRAM

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 customer service representative at 877-850-4343. 



HELPING HAND REMINDER

THE NOTIFY OWNER BEFORE DISCONNECT PROGRAM

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. 



NOTIFY OWNER BEFORE DISCONNECT

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

STUFF YOUR POCKETS THIS HOLIDAY SEASON. Use your card and save.

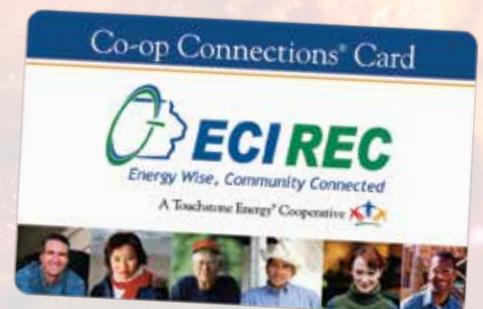
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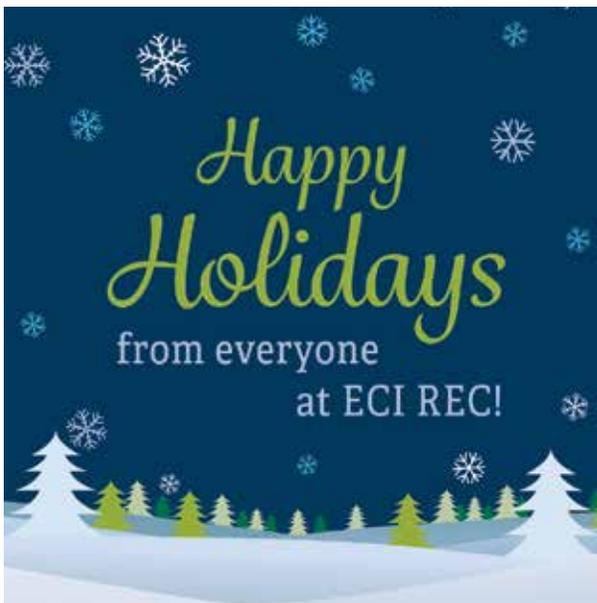
Support these local businesses by using your Co-op Connections® Card.

Emmy Lou Candles | Polar Blair's Den | BEST WESTERN PLUS | Independence Inn & Suites | Bill's Pizza & Smokehouse | Cy & Charley's Tire & Appliances | E & T NAPA Auto Parts | Fabulous Fridays | Heartland Acres Agribition Center | In the Country Garden & Gifts | Michael & Dowd | Office Towne, Inc. | Okoboji Grill | Styles Unlimited | Berry's Lanes, Inc. | Cameron Clothing Company | Clingman Pharmacy, Inc. | Frazier Nursery | Henkle Creek Mercantile | Subway | Viking Sewing Center | *The NEWS/Buchanan County Review*

Save money this holiday season using ECI REC's Co-op Connections Card. After the feasting is done, take advantage of cash back online shopping and local discounts for all your gift-buying needs.

CONNECTIONS.COOP





Make Holidays Happy With Power Boost Gift Certificates from ECI REC

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. Simply visit www.ecirec.coop, mouse over Your Electric Bill, Member Programs, and choose Power Boost Gift Certificate to locate the form. Both check and credit card payments are accepted. You may also access the form by scanning the QR code.



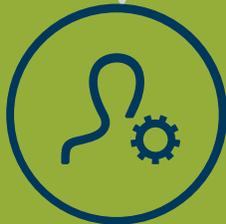
ONLINE RESOURCES FROM YOUR COOPERATIVE



WEBSITE

Visit the ECI REC website at ecirec.coop to access:

- Resources on billing and electrical services
- Power outage information, including a real-time map
- Energy-saving tips and rebates
- Newsletters and bill inserts
- And much more



ONLINE ACCOUNT ACCESS

Manage your account right from your computer or device with SmartHub. Download the secure app for free or go to ecirec.coop, smarthub.coop to register and log into the SmartHub website. With SmartHub, you can access:

- Daily and monthly power use graphs
- Online bill payment
- Electric account management tools



FORMS

ECI REC offers a whole host of PDFs online for members to make it easy to sign up for various programs and services, including:

- Scholarships and Youth Tour
- Rebates for heating, weatherization, and LED lighting
- RECare and the Helping Hand Reminder



OUTAGE MAP

View real-time power outages on our website, ecirec.coop. Please call 877-850-4343 to report an outage or with questions concerning outages. Members can click on their township to get an estimate of the number of members experiencing an outage in that area.



SOCIAL MEDIA

Stay up to date with ECI REC by liking and following the Cooperative on Facebook. You'll find outage information, energy-saving tips, pictures, co-op news, and updates on legislative efforts—just to name a few things!



Highlights From the Iowa State Fair

a Community Connected spotlight

WE'D LIKE TO SAY a special thank-you to the 18 Iowa Youth Tour alumni who came to the Touchstone Energy® Cooperatives of Iowa booth at the State Fair to work and share their stories! One of the alumni pictured is Kaylee Kleitsch, an ECI REC representative from the 2019 trip.

Congratulations to ECI REC member Joan Wieland for being one of three winners of a pair of Apple AirPods. Thanks for stopping by our booth and registering!

High School Seniors: Bank Bucks for College

a Community Connected message

OVER 150 scholarships have been granted by ECI REC to graduating high school seniors since 2007 through its Scholarship Program. In 2020, the Cooperative will award up to ten students \$1,000 scholarships to continue their education in college in any field. Up to two \$1,000 scholarships are offered to those who are accepted to and attend the Powerline Technology Program at Northwest Iowa Community College.

“Concern for the community is one of the principles our Cooperative is built on,” said ECI REC CEO Steve Marlow. “Investing in the education of our youth is an investment in the future of our communities.”

To be eligible for scholarships, students must have parents or legal guardians who are members of ECI REC. Applications can be downloaded at ecirec.coop. Look for the scholarship button on the lower left of the home page. **The deadline for applications is Wednesday, March 4, 2020.** If you have further questions, email us at scholarships@ecirec.coop or phone us toll free at 877-850-4343. 

UTILITIES UNITED

AGAINST SCAMS

It's Utility Scam Awareness Week!

BE AWARE OF THESE COMMON SCAMS



Disconnection Deception
Scammers call threatening disconnection of your utility service, demanding immediate payment by prepaid cards.



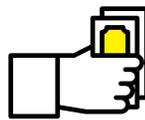
Power Restoration Rip-Off
Scammers call offering to restore power quickly or in a preferential order for immediate payment, typically in the aftermath of severe storms causing widespread power outages.



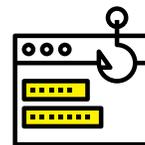
Equipment or Repair Bogus Fee
Scammers call demanding a separate payment to replace or install a utility-related device or meter.



Hang Up on Calls From Crooks
Your utility company will never demand immediate payment by prepaid cards purchased at a local retail store.



Overpayment Trick
Scammers call claiming you have overpaid your utility bill, and you need to provide personal bank account information or a credit card number to facilitate a refund.



Smishing Scam
Scammers attempt to trick mobile phone users into giving personal information, which can be used for identity theft, via a text or SMS message.

www.UtilitiesUnited.org |  @UtilitiesUnited |  @U_U_A_S

ECI REC Director Earns NRECA Certificate

a Cooperative Difference update



EAST-CENTRAL IOWA REC Director Gary McKenna recently earned his Credentialed Cooperative Director Certificate (CCD). The Credentialed Cooperative Director Certificate is an NRECA curriculum that consists of five courses that provide cooperative directors with essential knowledge and skills. The CCD is earned by attending all five required courses and successfully completing a learning assessment for each.

“In obtaining this certificate, Director McKenna has demonstrated to ECI REC members and other stakeholders his commitment to advancing his knowledge and performing his fiduciary duty to the best of his ability,” said ECI REC CEO Steve Marlow. McKenna was presented with his certificate at NRECA’s 2019 Region 5 and 6 Meeting, which was held September 10–12 in Milwaukee, Wisconsin. 

Help Us Find These Former Members

a Cooperative Difference report

IN MAY, the Board of Directors of East-Central Iowa Rural Electric Cooperative voted to retire \$568,048 in patronage back to its members. These margins—100% (\$468,048) of its 2004 margins and 10.77% (\$100,000) of its 2015 margins—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 (1) year.

If you know of 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 \$5,504,061 to its members.

Alberts, Richard	Crawford, Lindsey	Hawkins, Shane	Martens, Lucy	Patten, Lauri	Schults, Cindy	Tucker, Ervin
Albertsen, Caleb	Crawford, Malinda	Hayes, Laura	Martin, Samantha	Patterson, Lloyd	Schulze, Robert	Tudor, Melvin
Allard, Robert	Cue, Robert	Hedlung, Jason	Mason, Brandi	Patterson, Marilyn	Scott, James	Urbana Area Ambulance
Anderson, Debra	Davidson, David	Henderson, Dianne	Mcallister, Steven	Paul, Stephanie	Scott, Jeffrey	Service
Anderson, Jessica	Denney, Alton	Hendryx, Jeannette	Mccleary, Stephen	Paxson Communica-	Scott, Lori	Urich, Paul
Archer, Cindy	Devries Inc	Hepker, Amanda	Mconoughey, Margaret	tions Corp	Sears, Kevin	Vanslyke, Dennis
Arthur, Faith	Dewitz, Catherine	Hertz Farm Management	McKim, James Jr	Pearson, Dennis	Sebetka, Corey	Vaupel, Albert
AT&T Wireless Services	Dickey, Clint	Higgins, Gary	Meixner, Patricia	Petrzelka, Arthur	Seeman, Cary	Voelker, Curtis
Auld, Steven	Domeyer, Keith	Himmelsbach, Mark	Merchant, Mindi	Pilipovic, Meah	Seeman, Rheannon	Vogel, Patrick
Avenson, Clayton	Donnelly, John	Hoffand, Jeremy	Merchant, Tammy	Pillars, Kaely	Semelroth, Jacquelin	Vonlienen, Robert
Baker, David	Doonan, Brenda	Hook, Scott	Merriveather, Ernest	Pipho, Shayne	Shaffer, Annie	Voshell, Alfred
Baker, Roger	Doyle, Travis	Hopkins, Earl	Meskimen, Keith	Potts, Darrell	Sharp, Dale	Voshell, Lillian
Ball, Ashley	Durbala, Una	Hoppe, Steven	Meyer, Steve	Potts, Donald	Shepherd, Billy	Voss, Cindy
Balster, Bryce	Eastwood, Hazel	Houghtaling, Jason	Midwest Wireless LLC	Power, Russell	Sherbon, Robert	Wahl, Kenneth
Barbour, Melia	Eckman, Nikki	Howk, Charles	Miller, Gary	Prairie Health Partners	Shriver, John	Weber, Anthony
Bass, Duane	Edmondson, Laura	Huffman, Shelly	Miller, Kevin	Preuss, Steven	Sisco, Lyle	Weekley, Larry
Baumgartner, Carla	Edsill, Kevin	Inman, Carolyn	Mitchell, Michael	Prudential Heintz & Assoc	Skeers, Robert	Weepie, Christopher
Beck, Jacie	Eiselstein, Edwin	Inman, Denise	Moeller, Mitch	Pusteoska, Doug	Slessor, Eric	Weisert, Mike
Becker, Earl	Elliott, Evelyn	Irwin, Gerald	Moessner, Kelly	Randall, Chrystal	Smith, Jeanne	Werning, Teresa
Bender, Brian	Emrich, Mark	Jacobsen, John Estate	Moritz, Aley	Randall, Marjorie	Smith, Seth	Wessling, Dave
Bensend, Marvin	Engledow, Melissa	Jahlas, Rick	Mosher, Matthew	Ransom, Kathy	Snodgrass, Rachel	Weuste, Kathy
Benton/Linn Wireless	Epault, Edward	Jahls, Robyn	Mullan, Brian	Readnour, Mike	Speckner, Josh	Weyer, Randy
Beyer, Kelli	Falk, Laurence	Jennings, John	Mundorf, Tony	Reese, Michael	Standar, David	Wheeler, Christina
Bilsland, Clarence	Felker, Terry	Jensen, Einar	Murdock, Ron	Reid, Rodney	Steffen, Larry	White, William
Birch, Mason	Fettkether, George	Johansen, Nancy	Murley, Chad	Reisch, David	Stephenson, Edward	Whitney, Martin
Birt, Jered	Fisher, Dean	Johnson, Kile	Murray, David	Reiter, Donald	Stevens, Nancy	Widner, Clarence
Bishop, Randall	Flesher, Naomi	Johnson, Navan	Murray, Peter	Reynolds, Doug	Stoflus, Rachel	Widner, Jack
Biwer, Richard	Foster, George	Johnson, Paul	Naylor, Allen	Richerson, Allen	Strief, David	Wiegand, Kirk
Blatchford, Verna	Fox, Roger	Jones, Donna	Neebel, Margaret	Rieken, Candace	Suhr, Justin	Wilkin, W Ward
Bohnsack, Dale	Franks, Duane	Junge, Wayne	Neel, Rachel	Ritter, Lucie	Sutton, Dorothy	Wille, Margaret
Bonefas, Angie	Fritz, Edwin	Kanke, Chad	Neiderhiser, Betty	Robbins, Colby	Sutton, Gregg	Willis, Bobisu
Boots, Jeffrey	Frost, Stanley	Kaplan, Kristi	Nelson, Justin	Roberts, Stacey	Sutton, Jason	Wilson, Merle
Bosman, Daniel	Fuller, Jeff	Karch, Laurie	Neuendorf, Corey	Roehrich, Charles	Sweet, Craig	Winder, Thomas
Bowers, Mike	Furgison, Amber	Kellogg, Britt	Nielsen, Rex	Roethler, Joseph	Swenson, Tyra	Winger, Grant
Brainard, Sherry	Gardner, Roger	Kelly, Thomas	Northcutt, Kim	Rolfe, Shane	Szakacs-Stacy, Jasmine	Winjum, Matthew
Brandon, Terry	Kennedy, Randall	Kennedy, Randall	Novotny, Edwin	Rothlisberger, John	Taylor, Debra	Woods, Gary
Brannaman, Bryan	Gates, David	KFMW-FM Broadcasting	Oferman, Carol	Rozek, Jessica	Taylor, Nathan	Wright, Doug
Brennan, Patrick	Gavin, Brody	Kiefer, Russell	Olson, Audrey	Sandberg, Larry	Tefer, Charles	Yates, Ellen
Brewer, Dale	Geesey, Bradley	Kieffert, Brandon	Olson, Cecil	Sandler, Judi	Thompson, Josh	Yoch, Brian
Bridgewater, Steve	George, Molly	Kiesey, D B	Ortnr, William	Sasse, Robert	Tiedeman, Troy	Zacharias, Raymond
Brinegar, Beth	Getty, David	Kleitsch, Steve	Osborn, Nicole	Schares, Martin	Townsend, Tyler	Zahorik, Samantha
Brokaw, Chad	Gibson, Kevin	Knapp, Beverly	Osburn, Jon	Scheib, Mike	Trantham, Carey	Zeller, Galan
Brown, Frederick	Glaeser, Twyla	Knight, Velma	Overland, Mark	Schmitz, Chris	Travis, Dale	Zietlow, Nathan
Brown, Steve	Gleason, Shari	Knipp, Mary	Parker Farms	Schmitz, Jerry	Troester, Larry	Zimmerman, Gary
Brush, Rodger	Gookin, Britni	Knox, John	Parker, Richard	Schoeberl, Don	Troester, Melissa	
Bryant, Lois	Goos, Bailey	Knudsen, Trent	Pates, Dorthea	Schott, Debra	Truslow, Mark	
Burkgren, Jeff	Graf, Tim	Knudtson, Jennifer				
Burrows, Patricia	Grafton, Colleen	Kono, William				
Callahan, Dovie	Greenback LLC	Kucer, Michael				
Campbell, Steven	Grefrath, Michael	Kula, Leroy				
Carder, Doug	Griffin, Steve	Kunde, Nick				
Carlson, Thomas	Griffith, Bernice	Kurth, Laura				
Carolan, David	Griffith, Robert	Kusel, Beth				
Carter, Larry	Grimm, Robert	Lafier, Ardith				
Cessford Construction	Groom, Erica	Lane, Ronald				
Chambers, Robert	Grosse, Brent	Lang, Arin				
Chesser, Stephanie	Groves, Michelle	Leduc, Michelle				
Clark, Marlin	Habermann, Michael	Lichty, Dallas				
Clark, Ronald	Hackbardt, Philip	Lint, Gary				
Coffland Family Farm	Hackert, Ryan	Lobdell, Christopher				
Connell, David	Hala, Harry	Long, Kevin				
Connolly, John	Hansel, Tessa	Looney, Timothy				
Conway, Cory	Hansen, T L	Lopata, Heidi				
Coogan, William	Hansen, Timothy	Lorenz, Larry & Rose				
Cook, John	Hanson, Joann	Losenicky, Beatrice				
Cooke, Randy	Hanson, Leonard	Magoon, Nichole				
Cortright, Kevan	Harsen, Lindy	Mahoney, Charles				
Cox, Garrett	Hartman, Joe	Marble Eye Products				



Energy Efficiency Tip of the Month



Cookware Tip: Copper-bottomed pans heat faster on the stove. In the oven, ceramic and glass dishes are better than metal. With ceramic and glass dishes, you can turn the oven down about 25 degrees, and your meal will cook just as quickly.

Source: energy.gov

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 are 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 non-public 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 that 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 319-443-4343 or use our email ecirec@ecirec.coop.

UNITED STATES POSTAL SERVICE® (All Periodicals Publications Except Requester Publications)

Statement of Ownership, Management, and Circulation

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Publisher (Name and complete mailing address):
Steve Marlow, PO Box 248, 2400 Bing Miller Ln, Urbana, IA 52345-0248
Editor (Name and complete mailing address):
Lisa Franck, PO Box 248, 2400 Bing Miller Ln, Urbana, IA 52345-0248
Managing Editor (Name and complete mailing address):
Lisa Franck, PO Box 248, 2400 Bing Miller Ln, Urbana, IA 52345-0248

10. Owner (Do not leave blank. If the publication is owned by a corporation, give the name and address of the corporation immediately followed by the names and addresses of all stockholders owning or holding 1 percent or more of the total amount of stock. If not owned by a corporation, give the names and addresses of the individual owners. If owned by a partnership or other unincorporated firm, give its name and address as well as those of each individual owner. If the publication is published by a nonprofit organization, give its name and address.)

Full Name: **East-Central Iowa Rural Electric Cooperative** Complete Mailing Address: **PO Box 248, Urbana, IA 52345-0248**

11. Known Bondholders, Mortgagees, and Other Security Holders Owning or Holding 1 Percent or More of Total Amount of Bonds, Mortgages, or Other Securities. If none, check box: None

Full Name: **National Rural Electric Co-op Finance Corp (CFC)** Complete Mailing Address: **201701 Cooperative Way, Dulles, VA 20166**

12. Tax Status (For completion by nonprofit organizations authorized to mail at nonprofit rates) (Check one):
 Has Not Changed During Preceding 12 Months
 Has Changed During Preceding 12 Months (Publisher must submit explanation of change with this statement)

PS Form 3526, July 2014 (Page 1 of 4 (see instructions page 4)) PSN: 7530-01-000-9035 PRIVACY NOTICE: See our privacy policy on www.ecirec.com

13. Publication Title: **Heartland Link**

14. Issue Date for Circulation Data Below: **September/October 2019 (9/4/19)**

15. Extent and Nature of Circulation

ECI REC Member-Consumer Information		Average No. Copies Each Issue During Preceding 12 Months	No. Copies of Single Issue Published Nearest to Filing Date
a. Total Number of Copies (Net press run)		7203	7240
b. Paid Circulation (By Mail and Outside the Mail)			
(1) Mailed Outside-County Paid Subscriptions (States on PS Form 3841 include paid distribution above nominal rate; advertiser's proof copies, and exchange copies)		7157	7185
(2) Mailed In-County Paid Subscriptions (States on PS Form 3841 include paid distribution above nominal rate; advertiser's proof copies, and exchange copies)		0	0
(3) Paid Distribution Outside the Mails (Including Sales Through Dealers and Carriers, Street Vendors, Counter Sales, and Other Paid Distribution Outside USPS®)		0	0
(4) Paid Distribution by Other Classes of Mail Through the USPS (e.g., First-Class Mail®)		0	0
c. Total Paid Distribution (Sum of 13b (1), (2), (3), and (4))		7157	7185
d. Free or Nominal Rate Distribution (By Mail and Outside the Mail)			
(1) Free or Nominal Rate Outside-County Copies Included on PS Form 3841		0	0
(2) Free or Nominal Rate In-County Copies Included on PS Form 3841		0	0
(3) Free or Nominal Rate Copies Mailed at Other Classes Through the USPS (e.g., First-Class Mail)		0	0
(4) Free or Nominal Rate Distribution Outside the Mail (Carriers or other means)		0	0
e. Total Free or Nominal Rate Distribution (Sum of 13d (1), (2), (3) and (4))		0	0
f. Total Distribution (Sum of 13c and 13e)		7157	7185
g. Copies Not Distributed (See instructions in Publication #1 page #2)		46	55
h. Total (Sum of 13f and g)		7203	7240
i. Percent Paid (13c divided by 13f times 100)		100%	100%

* If you are mailing electronic copies, go to line 16 on page 3. If you are not mailing electronic copies, skip to line 17 on page 3.

UNITED STATES POSTAL SERVICE® (All Periodicals Publications Except Requester Publications)

Statement of Ownership, Management, and Circulation

16. Electronic Copy Circulation

	Average No. Copies Each Issue During Preceding 12 Months	No. Copies of Single Issue Published Nearest to Filing Date
a. Paid Electronic Copies	106	106
b. Total Paid Print Copies (Line 13c) + Paid Electronic Copies (Line 16a)	7263	7291
c. Total Paid Distribution (Line 13c) + Paid Electronic Copies (Line 16a)	7263	7291
d. Percent Paid (Both Print & Electronic Copies) (13c added by 16a ÷ 100)	100%	100%

I certify that 95% of all my identified copies (electronic and print) are paid above a nominal price.

17. Publication of Statement of Ownership

If the publication is a general publication, publication of this statement is required. Will be printed in the Nov/Dec 2019 (11/5/19) issue of this publication. Publication not required.

18. Signature and Title of Editor, Publisher, Business Manager, or Owner: **Lisa Franck, Manager of Communications/Editor** Date: **9/30/19**

I certify that all information furnished on this form is true and complete. I understand that anyone who furnishes false or misleading information on this form or who omits material or information requested on the form may be subject to criminal sanctions (including fines and imprisonment) and/or civil sanctions (including civil penalties).

We're Grateful for Your Membership, *continued from back cover*

community as a catalyst for good. Our RECare program distributes funds to low-income energy consumers in Benton and Buchanan Counties via community action agencies. We also work closely with our local schools to provide safety demonstrations, participate in career fairs, and award college scholarships. ECI REC also participates in the annual Youth Tour, where we send our community's brightest young people to Washington, D.C., for a week-long experience of democracy in action. The trip is inspirational for many students, and we are both humbled and honored to be part of this leadership development journey. Ultimately, the larger community benefits from these programs because of you. You empower ECI REC through your membership and your participation in and support of these programs.

Because we are locally governed by members of our community, we get a firsthand perspective on community

priorities, enabling us to make more informed decisions on long-term investments, such as high-speed broadband, community solar programs, equipment and technology upgrades, and electric vehicle programs. As always, please alert us to problems or provide suggestions by emailing, calling, or attending cooperative events. When you give your input, you help us improve operations and better serve the larger membership.

We are thankful that our Board of Directors carves out time to attend important training sessions, participate in planning meetings, and keep abreast of industry trends. This time investment results in better-informed advisors who serve ECI REC's interests in a way our members expect and deserve.

On a more personal note, we appreciate the countless acts of kindness our lineworkers and other employees receive when they are working in severe

weather and dangerous conditions. Our employees are thankful for your patience and consideration when we are restoring power in challenging situations.

East-Central Iowa REC was established to bring electricity to our area when no one else would. The Cooperative is a reflection of our local community and its evolving needs. Together, let's continue making our corner of the world a better place. We can't do it without you, and for that, we're thankful for your membership. 🍷

YOUR BOARD



Board District 1 - Jeff Elliott

(2019/2020 Vice President)

Board District 2 - Julie Kester

Board District 3 - Allen Albers

Board District 4 - Gary McKenna

(2019/2020 Asst. Secretary/Treasurer)

Board District 6 - Don Shonka

Board District 8 - Nick Donlea

Board District 9 - Steve Rau

(2019/2020 President)

Board District 10 - Ryan Kress

(2019/2020 Secretary/Treasurer)

CLASSIFIEDS: Free to members only

LIGHTS, CAMERA, ACTION: ECI REC Featured on Local News Station

a Cooperative Difference note

Central Iowa Power Cooperative (CIPCO) has launched round two of Get to Know, a series of local news segments that highlight Iowa electric cooperatives throughout the CIPCO service area. In August, CIPCO representatives, host Steve Berry, and a film crew were onsite at ECI REC to film a segment that aired on KCRG-TV9 in October. Nice work, everyone! 🍷



FOR SALE: 10-quart Valvoline MaxLife 5W-30, \$3; three Purolator PL25288-PurolatorONE oil filters, \$14; Carquest serpentine belt #5061090, \$18; MAHLE rocker arm gaskets, grommets, and crossover gaskets, \$18; FRAM cabin air filter #CF8392A, \$7; ACDelco valve cover gasket #10154775, \$8; GM oil pan gasket #12602848, \$10; MAHLE oil filter adapter gaskets #B32184, \$4; Victor Reinz rear main seal #JV1633, \$6; and 22" Beam wiper blades, \$8. PH: 319-654-4151.

FOR SALE: HP Envy 4520 wireless printer, new and still in the box, plus two colored and two black cartridges, \$45. PH: 319-654-4151.

FREE: Outside kittens and cats. PH: 563-785-6750.

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Publisher: Steve Marlow
Editor: Lisa Franck

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

CLIP AND MAIL

See page 2 for the Member Challenge questions.

Answers: 1. _____ 2. _____ 3. _____

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

Members get connected at www.ecirec.coop

-  **24-Hour Bill Pay With SmartHub**
See account information at ecirec.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.
-  **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

We're Thankful for Your Membership

“FEELING GRATITUDE and not expressing it is like wrapping a present and not giving it.” In the spirit of this quote by author William Arthur Ward, I'd like to take this opportunity to express my gratitude for your membership in our electric cooperative. Because of your connection to East-Central Iowa REC, we can make our community a better place.

I generally use this space to provide updates on new projects and developments and report on the progress of ongoing initiatives. We share these updates so our members have a window into our priorities, progress, and challenges. However, during this season of giving thanks, I think it's equally important to let you and other members of ECI REC know just what an impact you have on our cooperative and the greater community—likely in ways you do not realize.

As part of the cooperative business model, one of our core principles is concern for community. While our priority is always to provide safe, reliable, and affordable energy, we view our role in the