

THE CONNECTION

The Power of Iowa's Electric Cooperatives: Enduring Affordability



Jim Kidd

Our cooperative's mission statement is our commitment to you – our members. Being a member of an electric cooperative has its benefits:

- You get to vote for directors or possibly serve on the board.
- When the board determines that the co-op can return some of the members' money to them, those Patronage Capital Credits are credited to member accounts based on use.
- **We are LOCAL.** All Consumers Energy employees live in Central Iowa. When you call with an issue, you are speaking to a neighbor and someone who wants to answer your questions.

Consumers Energy's mission is to provide our members with reliable electric service in a safe manner at affordable and equitable rates.

While the cost of most things like cars, houses, eggs, stamps, and gasoline has increased twenty-fold or more during the past 80 years, electricity has remained very affordable. The average cost per kilowatt-hour has only doubled since the 1930s.

In fact, the average American household is steadily spending less on electricity as a percentage of its income. Today, the average electric cooperative household in Iowa spends about \$5 a day on electricity. So for the cost of a specialty drink at your favorite coffee shop, you can get 24 hours of safe, reliable power. Now that's a great value.

Continued on page 8-B ►

WIN
ONE OF TWO MONTHLY \$5 BILL CREDITS

THIS MONTH'S CONTEST:

What are your favorite parts of the newsletter?

◆ ◆ ◆

Winners for the month of September:
Garry & Judith Engeltjes, Alleman
Michael & Sharon Walters, Ankeny

Here's how to enter:

1. Answer the question or challenge posed each month.
2. Send answers to Consumers Energy with:
 - Name
 - Service address
 - Account number
 - Phone number
 - Email address

Email to: kglenney@consumersenergy.coop
Subject line: Contest

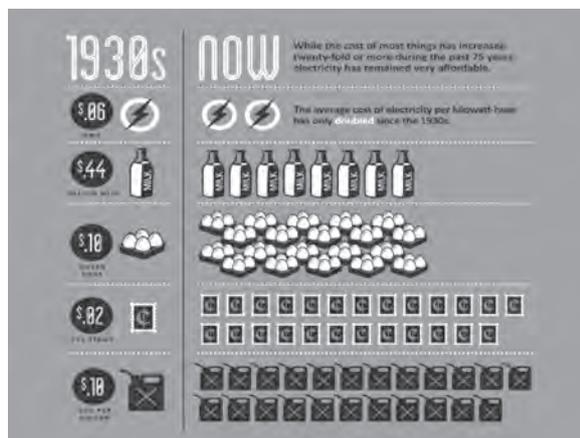
Mail to: Consumers Energy
2074 242nd Street
Marshalltown, IA 50158
3. Winners' names will be drawn at random and published in upcoming issues of *The Connection*.

November 2017
– Your Source for
Power and Information

Dates To Remember:

Nov. 1	Read Meters
Nov. 3	Bills Due
Nov. 3	Automatic Payments Deducted
Nov. 5	Daylight Saving Time Ends
Nov. 9	Mail Bills
Nov. 23-24	Thanksgiving Office Closed
Nov. 27	Automatic Payments Deducted
Dec. 1	Read Meters

The Power of Iowa's Electric Cooperatives *(continued)*



Iowa's not-for-profit electric cooperatives aren't in business to make profits for out-of-state shareholders; locally owned and governed, we exist to improve the quality of life for you – our members. We work hard to control local costs to keep rates and fees as low as possible. We invest smartly in technology and innovation to improve service, reliability, and efficiency. We help our members use energy wisely through energy efficiency programs and incentives so you can spend your hard-earned money on other things. For more information, contact us at 800-696-6552 or info@consumersenergy.coop.

~ Jim Kidd, General Manager

Did you buy a new appliance or equipment this year?

As 2017 winds down, it's time to file for incentives for new appliances or equipment purchased this year. Below are important reminders before filing your incentive with the cooperative. All requirements must be met in order to receive the incentives offered.

- All incentives are due within six months of **purchase** date.
- Fill the forms out completely, and sign in all places indicated.
- Attach copies of receipts for purchases.
- In order to ensure prompt payment of the incentives, it is recommended to turn paperwork in as soon as possible in case of delays or missing information.



For more information on Consumers Energy's Incentive Program, call 800-696-6552 or visit www.consumersenergy.coop, then click the *Incentives* button on the home page.

2018 YOUTH TOUR DATES: JUNE 8-15, 2018



Join more than 1500 students from all across America to take part in the Youth Tour! Travel to Washington, D.C., where you will meet your U.S. Representatives and Senators, explore the area, see the sights, and make a TON of friends in the process. The best part? This trip is FREE!

If you are a high school sophomore, junior, or senior and are a dependent of a Consumers Energy member, apply today!

For more information or to apply, visit www.consumersenergy.coop, click on the Community dropdown, then Youth Tour, or contact Tami Kerwood, Member Service Representative, at 641-754-1645 or tkerwood@consumersenergy.coop.

LIHEAP Qualified Members: Important Reminder to Continue Making Payments on Electric Accounts

The winter moratorium for disconnecting electric service runs from November 1 through April 1. During this time, those who have been approved for LIHEAP (Low-Income Home Energy Assistance Program) cannot be disconnected for nonpayment. It is still very important for members who participate in LIHEAP to continue to make payments on electric accounts. It can cost a lot to heat a home during the winter months, and if a member pays nothing during the winter months, it is possible to have electric service disconnected once moratorium ends. In order to avoid disconnection and any fees associated with that, Consumers Energy recommends making payments throughout the winter months in order to keep accounts as current as possible. Please call the Member Services Department at 800-696-6552 if you have questions.



For more information on LIHEAP, contact your local community action agency.

For help finding your local community action agency, visit <https://humanrights.iowa.gov/dcaa/liheap> or call 515-281-0859.

WAYS TO PAY YOUR CONSUMERS ENERGY BILL

Automatic recurring
monthly payments



By dropbox



By mail



In person

By phone



smart

Online

For more information, contact the Member Services Department at
800-696-6552 or info@consumersenergy.coop.

AUTUMN CROSSWORD PUZZLE

Autumn is finally here! Complete the crossword puzzle below by filling in the Autumn words that fit the clues. If you need help, use the word bank at the bottom of the page.

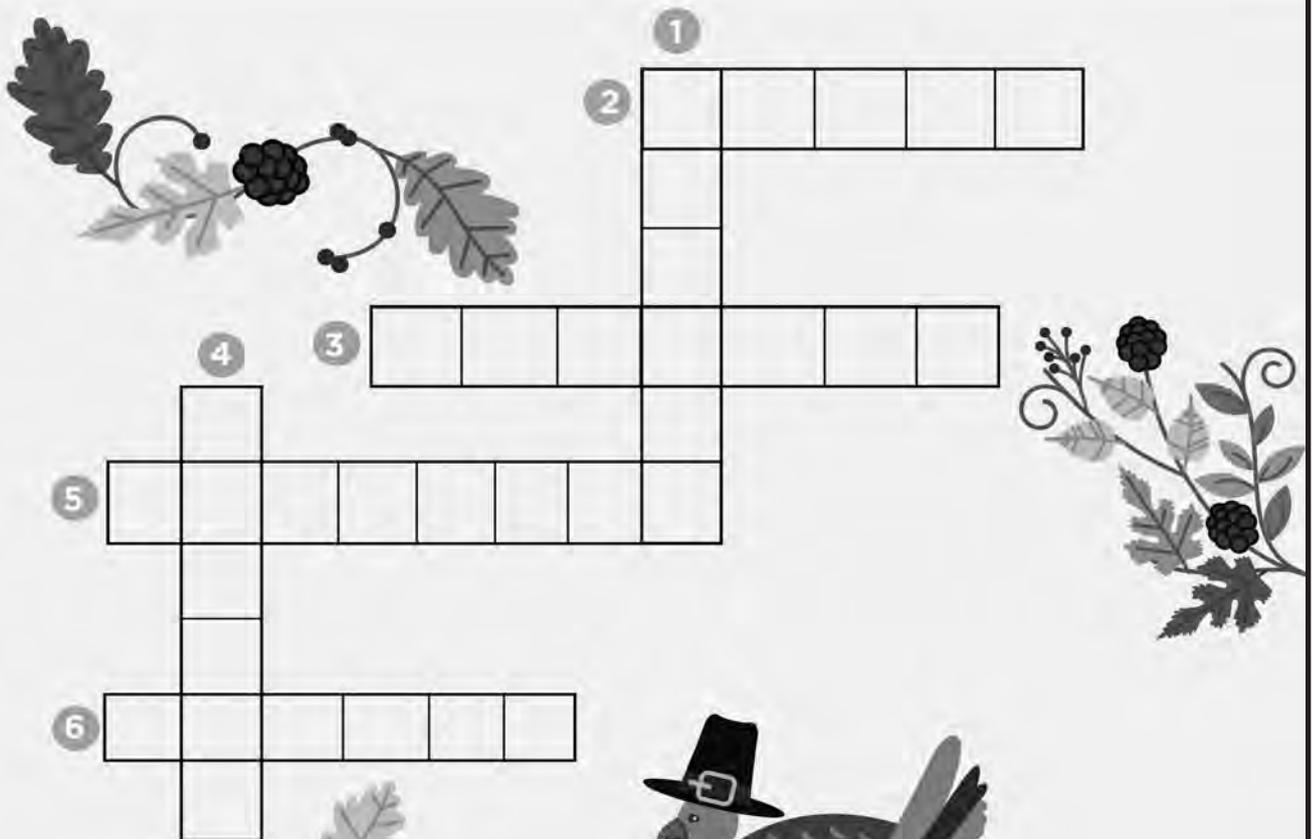


ACROSS

1. Fruit you bob for.
3. This is a fun outing that usually takes place in autumn and can be enjoyed from a wagon, truck or trailer - as long as it's filled with hay.
5. These are orange and can be carved to decorate your home during Halloween.
6. These change colors during autumn months.

DOWN

2. These fall from oak trees and squirrels love to collect them.
4. This is what most people eat on Thanksgiving Day.



ACORNS
TURKEY
APPLE
HAYRIDE
PUMPKINS
LEAVES

Word Bank



AMERICA'S ELECTRIC
COOPERATIVES

November is Child Safety & Protection Month.

Our goal is to create awareness about the potential hazards children face in everyday situations regarding electricity. If you have any questions on potential electrical hazards, please call Consumers Energy at 800-696-6552.

ELECTRICAL SAFETY TIPS

FOR KIDS

Electricity is helpful. It provides energy that we use to light our homes and operate lots of other things. But electricity can also be dangerous. Lots of people are hurt and killed each year in electrical accidents. We could avoid the accidents by following these simple safety tips ...

NEVER stick finger, toys or other objects into an electrical outlet. You might get hurt by electricity.



NEVER place a hair-dryer, radio or other electronics near the bathtub or shower. Electricity and water are dangerous partners!



NEVER pull a plug from an outlet by its cord. Electricity could jump from the cord and give you a nasty zap.



NEVER place your drinks on top of your video games or other electronics. They could easily spill, and get you zapped by electricity.



NEVER climb trees near power lines. You might touch one by mistake and get zapped.



STAY AWAY from places marked with warning signs. These places are very dangerous, even for adults!



Anytime you need to use something that needs electricity, **ask an adult for help!** Remember, you can never be too safe.



Are electric space heaters saving you dollars on your energy costs?

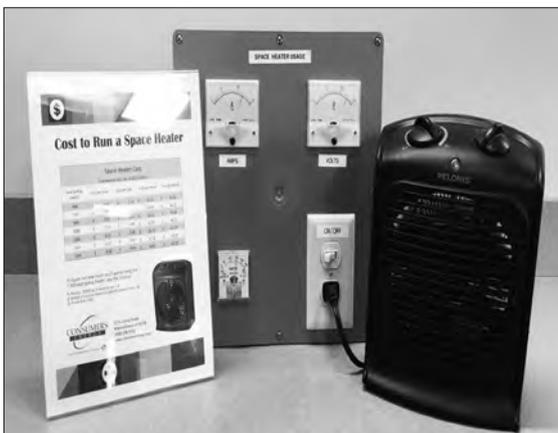
Advertisements promise that certain models of electric space heaters will save 50% on heating costs. Many may wonder if this and other claims are true. In fact, depending on how portable heaters are used, total energy costs can increase.

An average electric space heater is 1,500 watts or 1.5 kilowatts. The formula listed below can be used to calculate the cost for operating a 1,500-watt space heater.

$$\text{Watts} \times \text{Hours of Use} / 1,000 \times \text{Cost per Kilowatt Hour} = \text{Cost of Operation}$$

For example, if a 1,500-watt heater runs 6-hours-a-day at a rate of \$0.1225 per kilowatt hour, the cost would be \$1.10 per day (1,500 x 6 / 1,000 x \$0.1225). If the heater runs for 6-hours-a-day for 30 days, \$33.00 would be added to the electric bill of the average customer.

“If something sounds too good to be true, it probably is.” That saying rings especially true when it comes to claims about energy-saving devices, particularly those that indicate they can dramatically cut your heating and cooling costs. For more information, stop by the co-op’s headquarters office to check out our display showing the electric usage of a space heater or contact one of the cooperative’s Energy Advisors, C.D. Kendall or Jeff Lanning, at 800-696-6552.



SMART TIPS

SPACE HEATER SAFETY

Space heaters can be a cost effective option when heating no more than one or two small areas.



Review and follow all manufacturer directions.

Place them out of high-traffic areas and on a hard, level floor surface.



Keep them at least 3 feet away from flammable items.

Plug them directly into outlets. Avoid using an extension cord.



Turn them off before you leave the room or go to sleep.

Learn more at:

Safe Electricity.org



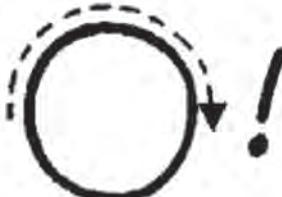
REBUS

Tur +  is  + ular

 own +  -f  -h

  -h  holiday

 +s but all y+ 

a +  !

ANSWER: TURKEY IS POPULAR NOT ONLY AT THANKSGIVING AND HOLIDAY TIMES BUT ALL YEAR AROUND!



DID YOU KNOW?
Historically American Indians hunted turkey for its meat; turkey feathers as adornments and for arrows; and spurs from turkey legs as arrowheads. Turkey quills were also used to make pens.



Office Hours
7:30 am — 4:30 pm
Monday through Friday

Contact Us

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Allan Armbrecht, Asst. Secretary-Treasurer
Terry Benskin
Jeff Edler
Arden Greiner
Bob Meimann
John Ripley

Nov. 5

Daylight Saving Time Ends



If you have an idea for a topic for The Connection, please contact Kippen Glenney at 800-696-6552 or kglenney@consumersenergy.coop.

Consumers Energy Gift Cards

- AVAILABLE IN ANY DENOMINATION
- CAN BE PICKED UP AT THE COOPERATIVE, MAILED, OR EMAILED
- AVAILABLE ALL YEAR

For more information, contact the
Member Services Department:
800-696-6552
info@consumersenergy.coop

the gift that fits
EVERYONE
on your list!