

The Connection

POWERING LIVES AND
EMPOWERING THE COMMUNITIES WE SERVE.



TIPS TO AVOID ENERGY SCAMS

Don't fall for a power restoration rip off. Some scammers will offer to restore power quickly or in a preferential order if you make an immediate payment. These scams typically occur after major storms or disasters that cause widespread outages. We will never request or require payment to restore power after a natural disaster or storm.

Source: Utilities United Against Scams



D A T E S to remember



APRIL	1	Read meters
	3	Bills due
	3	Automatic Payments deducted
	9	Email/Mail bills
	14	Lineworker Appreciation Day
	25	Automatic Payments deducted
MAY	1	Read meters
	3	Bills due
	5	Automatic Payments deducted



Submit your answers to the word scramble on page 8-C.


The answers will be published in the May newsletter.

WIN ONE OF TWO MONTHLY \$5 BILL CREDITS IN 3 EASY STEPS!

- 1 Answer the question or challenge posed each month.
- 2 Send answers to Consumers Energy with the following info: Name, Service Address, Account #, Phone #, and email address.
- 3 Submit via website, email, or mail:

Scan this QR code, and submit your entry from the co-op's website.

 kglenney@consumersenergy.coop
Subject line: CONTEST

 Consumers Energy
Attn: CONTEST
2074 242nd Street
Marshalltown, IA 50158



WINNERS FOR THE MONTH OF FEBRUARY:
BARBARA KESL, KELLEY
MARTA SMIGOWSKA, MARSHALLTOWN



Powering Lives, Empowering Communities: The Impact of Iowa's Electric Cooperatives

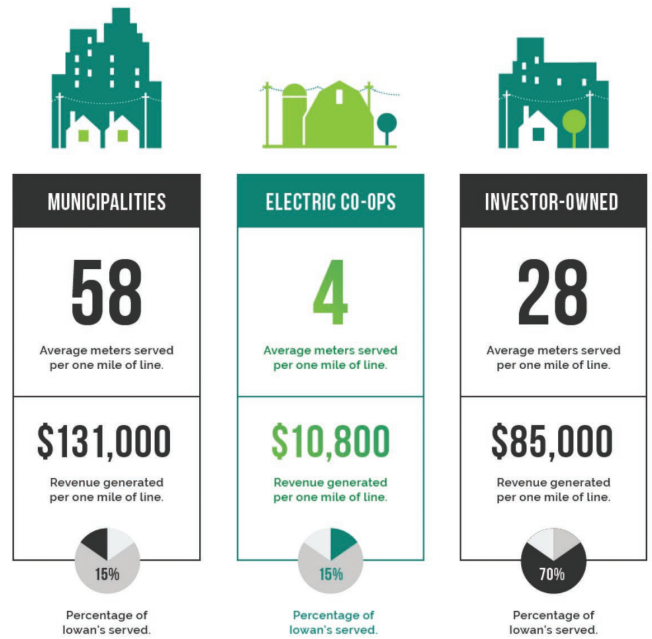
Doing More with Less

Iowa's electric cooperatives serve primarily rural areas with sparse populations, meaning we literally cover more ground than other types of utilities.

The realities of these numbers mean that Iowa's electric co-ops must maintain more infrastructure with significantly less revenue per mile compared to other electric utilities.

To accomplish this task, co-ops structure rates and fees to recover costs and partner with other cooperatives and organizations to create efficiencies of scale for supplies, insurance, financing, technology solutions, and more. For example, many of Iowa's electric cooperatives provide employee benefits that are managed by the Iowa Association of Electric Cooperatives.

Doing more with less is one important way Consumers Energy keeps electricity safe, reliable, and affordable for our membership and the communities we serve.



Bridget Itzen

Bridget Itzen
CEO/General Manager

APPRECIATING OUR CO-OP TEAM

April is a time to recognize the dedicated employees who keep our cooperative running.

On Lineman Appreciation Day (April 14),
we honor our lineworkers for their hard work and commitment to keeping the lights on.

On Administrative Professionals Day (April 23),
we celebrate those who keep our operations running smoothly behind the scenes.

Every employee plays a vital role in serving our members.
Thank you for your dedication—
we appreciate you today and every day!

Bridget
Bridget Itzen
Consumers Energy

ANNUAL NOTICE

Consumers Energy is committed to providing safe and reliable electric service to our members. Our employees are trained and qualified in screening and resolving complaints and will work to assist in answering your questions.

If your complaint is related to Consumers Energy's service rather than its rates, and Consumers Energy does not resolve your complaint, you may request assistance from the Iowa Utilities Commission by calling 515-725-7321 or toll-free 877-565-4450; by writing to Customer Service, 1375 East Court Avenue, Des Moines, IA 50319-0069; or by email to customer@iuc.iowa.gov.

JOLENE TEIXEIRA

EMPLOYEE SPOTLIGHT



JOB: MEMBER SERVICE REPRESENTATIVE



DREAM VACATION: ANYWHERE IN THE UK OR IRELAND



FAVE BOOKS: BIG FAN OF MYSTERY BOOKS!



FAVE FOODS: HOMEMADE FETTUCCINE ALFREDO OR STEAK



FAVE MOVIES: ANY OF THE MARVEL MOVIES



FAVE TV SHOWS: TIED FOR TOP FAVE -- FRIENDS & GILMORE GIRLS



FAVE CONCERTS ATTENDED: ZAC BROWN BAND & JONAS BROTHERS



FAVE SONGS: IT'S IMPOSSIBLE TO CHOOSE! JOLENE ENJOYS MOST MUSIC!

Answers to Brain Teasers

THESE BRAIN TEASERS WERE PUBLISHED AS LAST MONTH'S CONTEST. HERE ARE THE ANSWERS!

PROMISE

Broken promise

once



Once upon a time

iMONSTERi

Green-eyed monster

SPOT

X marks the spot

BIRD

Settle down settle

Big Bird

MEET LOUIE THE LIGHTNING BUG!



UNSCRAMBLE THE ANAGRAMS INTO REAL WORDS RELATED TO ELECTRIC SAFETY! ENTER THE MONTHLY NEWSLETTER CONTEST BY SENDING IN YOUR ANSWERS! CONTEST DETAILS ARE ON PAGE 8-A.



Louie the **GHLININGT** Bug is here to spark a conversation about **CLATEERCI** safety! With his bright personality & important lessons, Louie helps kids & families learn how to stay **SEFA** around electricity—whether at home, outdoors, or in the classroom. From reminding you to stay away from downed **POWRE** lines to using outlets safely, Louie's mission is simple: **AYTS** safe & Play it Safe!

To check out Louie's games, teacher resources, and more, visit: <https://www.consumersenergy.coop/kids> or scan the QR code here.





SPRING EFFICIENCY WORD SEARCH

Did you know there are several ways to save energy during spring months?

Read the energy-saving tips below to learn more, then find the bolded words in the puzzle below.

E	S	W	Z	S	V	M	P	A	S	M	M	E	Z	R
Y	C	T	Z	I	T	I	B	S	R	D	N	O	L	A
F	K	J	H	Y	N	X	S	U	E	X	U	N	P	I
P	R	K	N	G	R	E	N	F	G	Q	L	J	T	Z
G	Z	I	K	D	I	M	P	E	R	E	X	W	A	S
Q	L	X	L	F	Y	L	P	I	A	Z	Q	C	E	D
F	V	Z	N	X	S	F	D	G	H	U	Z	E	G	X
E	N	E	R	G	Y	M	I	E	C	K	R	N	F	G
B	H	V	J	E	O	F	E	I	L	T	I	C	Q	S
K	P	T	Q	J	J	C	D	L	E	H	G	C	V	I
Q	Z	N	N	C	S	V	Q	D	D	W	P	N	E	M
T	P	T	T	V	L	I	A	U	P	W	X	P	I	F
L	D	R	O	J	A	H	H	I	Q	B	F	F	U	F
C	T	G	B	G	S	P	P	T	G	I	W	K	M	Y
S	W	O	D	N	I	W	R	S	K	M	W	Y	U	K

- Use **LED lights** around your home. LEDs use 75% less energy than traditional incandescent light bulbs.
- Plant **shade trees** around your home to block unwanted heat from the sun.
- Unplug devices and electronics that consume energy when they're not in use, like phone **chargers**.
- Seal air leaks around exterior doors and **windows** to save energy and keep your home comfortable.
- Ceiling fans cool people, not rooms. To save **energy**, turn them off when you leave the room.

CONTROLLED BURN TIPS

Properly controlled burns can have many benefits for agricultural and prairie land. However, if these burns are not managed safely, they can cause property damage, power outages, injuries, and even death. Consumers Energy urges you to make safety a priority and shares tips on special considerations to be taken around power lines.

- Make yourself aware of laws and regulations. Only those who are experienced with fire and burn paths should conduct controlled burns. Avoid burning near public roads or airports, as this can create a potentially dangerous visibility hazard. Alert those who may be affected by the burn—including neighbors, the local fire department, and law enforcement. Depending on local regulations, you may also need to obtain a burn permit.
- **Take special precautions around power poles and lines.** Burning a power pole could cause a widespread power outage and be costly for the individual responsible for the fire.
- **Also note guy wires and guards - those are the tensioned cables with plastic covers that stabilize power poles.** These are costly to replace, and crews are taken away from other important jobs for the cooperative to make these repairs.

DO THIS!

Cut down grass and weeds, and water the area near the poles and guy wires and guards as to not encourage fires to encroach. Be careful to keep water streams out of power lines.

- If a power pole catches on fire, call the fire department and alert Consumers Energy by calling us at **800-696-6552** to handle the possible electrical dangers. Even if you think you can put out the fire yourself, alert Consumers Energy to the fact that it caught fire. The creosote, a preservative, on the inside could still be burning the pole from the inside out. If the pole catches on fire, it could create shock or electrocution hazards to those who may be nearby or spark fires in unintended directions from downed lines.
- Keep environmental factors, such as temperature, humidity, and wind direction & speed in mind. The wind speed in the area should be low and in a steady direction so the fire doesn't get out of control. As environmental factors are subject to change, check forecasts and actual conditions before you begin the controlled burn.
- Nearby trees can catch fire which can lead to power poles or lines melting or catching fire.
- If damage occurs and a power line falls, always assume it is live. Move a safe distance from any downed lines, keep others away if possible, and contact Consumers Energy immediately by calling **800-696-6552**.
- Do not burn brush piles under power lines or near power poles. Flames and heat from brush fires can reach higher than expected and cause unintended damage to power lines or poles.
- If you have any questions about how to better prepare for a controlled burn, contact the cooperative at **800-696-6552** or **info@consumersenergy.coop**.

Resources are available to assist in planning these fires, including planning guides & information on regulations. These are available at the following sites. Type the website addresses listed or scan the QR codes to visit these sites.

Iowa Department of Natural Resources at

<https://www.iowadnr.gov/programs-services/forestry-resources/fire-management-safety#prescribed-fire-information>

Iowa State University Extension and Outreach at

<https://naturalresources.extension.iastate.edu/encyclopedia/prescribed-fire>



Lineworkers are Wired for Service

In the quiet hours before dawn breaks, while many of us are still nestled in our beds, lineworkers begin their day, often clad in flame-resistant clothing, safety goggles, rubber gloves, and thick, heavy boots.

They are the individuals who epitomize dedication to service in its purest form. As we celebrate Lineworker Appreciation Day on April 14, this is an important moment to reflect on the essential role they play in our daily lives.

Amid towering utility poles and power lines, lineworkers exhibit a strength that goes far beyond the physical. Whether battling inclement weather, troubleshooting technical problems, or navigating treacherous heights, lineworkers demonstrate resilience and a quiet determination to keep our lights on, our homes comfortable, and our communities connected.

Consumers Energy crews travel across our five-county service territory, building, maintaining, and repairing parts of our local system. Their extraordinary skills ensure our homes remain connected to the grid, businesses stay operational, and emergency services remain accessible—a lifeline that connects us all.

In moments of crisis, when the lights go out and we find ourselves in the dark, lineworkers emerge as beacons of hope. Their swift response restores normalcy, offering reassurance in times of uncertainty. Whether repairing storm-ravaged power lines or ensuring continuity during emergencies, their unwavering commitment illuminates life when we need it most.

Consumers Energy lineworkers also answer the call beyond the boundaries of home. Our crews travel to fellow co-ops, near or far, when widespread outages occur and additional support is needed. Cooperation among cooperatives is one of our seven guiding principles, and no one embodies this core commitment better than lineworkers.

This month, as we celebrate the remarkable men and women who ensure reliable power, let's recognize their unwavering dedication to the local communities they serve.

The next time you flip a switch, please take a moment to remember those who make it possible—lineworkers, who are wired for service and dedicated to illuminating life.



2024 Reliability Report

By Kevin Peterson, Operations Manager

In 2024, the cooperative continued to grow at a steady rate. The following indices provide insight into specific areas of growth over the past years.

SYSTEM GROWTH INDICES			
	Annual Number of New Services	Total System Miles of Line	Total System Plant Value
2024	196	1289	\$67,436,661
2023	194	1285	\$63,882,669
2022	198	1282	\$59,852,194
2021	214	1277	\$54,972,033
2020	143	1269	\$52,394,355

Throughout the year the cooperative’s outside crews worked extensively on maintenance and upkeep of the distribution system. **These activities directly enhance the reliability and efficiency of Consumers Energy’s system.**

In 2024:

- **187 poles were replaced.**
- **101 oil circuit reclosers (breakers) were serviced.**

When it comes to reliability, the cooperative has implemented controls to reduce many of the outages caused by avoidable circumstances, such as trees or animals coming into contact with the power lines. However, as a distribution cooperative, we are unable to control outages on the transmission system or those caused by major weather events.

In 2024, a major storm affected the cooperative’s electric service in May. In total, co-op members were without power for 493.490 minutes in 2024. A majority of these minutes were related to the strong thunderstorms and tornadoes that occurred in May.

SERVICE RELIABILITY				
	SAIDI Outages/Member	Outages/Member (Excluding Major Events)	Outages/Member (Excluding Transmission)	Service Reliability
2024	493.490 minutes	95.507 minutes	308.39 minutes	99.91%
2023	115.29 minutes	115.29 minutes	104.60 minutes	99.98%
2022	64.56 minutes	64.56 minutes	58.11 minutes	99.99%
2021	114.5 minutes	82.46 minutes	82.46 minutes	99.98%
2020	3545.3 minutes	47.88 minutes	47.88 minutes	99.33%

CONSUMERS ENERGY BOARD OF DIRECTORS

District 1 - Marshall, Jasper, & Tama Counties:
Denny Beckman
President
dbeckman@consumersenergy.coop

Bill Hobson
Director
whobson@consumersenergy.coop

Pat VonAhnen
Secretary-Treasurer
pvonahnen@consumersenergy.coop

District 2 - Story County:
Arden Greiner
Director
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Bob Meimann
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rmeimann@consumersenergy.coop

Steve Quick
Director
squick@consumersenergy.coop

District 3 - Polk County:
Craig Griffieon
Vice President
cgriffieon@consumersenergy.coop

Tony Lem
Director
alem@consumersenergy.coop

Jennifer Sease
Director
jsease@consumersenergy.coop

Energy Efficiency Cost per kWh:
\$0.000219

To report an outage, call 800-696-6552.

For the most accurate outage updates, check SmartHub or www.consumersenergy.coop for messages, the statewide outage map, or call Consumers Energy.

WAYS TO PAY YOUR CONSUMERS ENERGY BILL



Online or the app
www.consumersenergy.coop

Automatic recurring
monthly payments



In person

By phone 24/7
855-939-3832



By mail

By dropbox



2074 242nd Street | Marshalltown, IA 50158



641-752-1593 | 800-696-6552



855-939-3832



641-752-5738



www.consumersenergy.coop



info@consumersenergy.coop

OFFICE HOURS
7:30 AM - 4:00 PM
MONDAY - FRIDAY



ROUND-UP FOR RENEWABLES

- Contribute to renewable energy projects in the cooperative's service territory.



REBATES

- Consumers Energy offers members rebates for new electric equipment purchases and energy-efficiency upgrades.

For information on ways to pay or programs and services offered, contact the Member Services Department.