

# The Connection

POWERING LIVES AND  
EMPOWERING THE COMMUNITIES WE SERVE.

**Thank you for  
attending the  
2024 Annual Meeting!**

**See you there  
next year!**



LOOK FOR  
HIGHLIGHTS IN THE  
SEPTEMBER  
EDITION OF  
*THE CONNECTION.*

## WIN

ONE OF TWO MONTHLY \$5 BILL CREDITS

### THIS MONTH'S CONTEST:

**Submit your answers to  
the Back-to-School Emoji  
Pictionary on page 8-E. The  
solutions will be published in the  
September newsletter.**



**Winners for the month of June:**

Brenda Crawford, Gilman  
Sharee Lind, 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
 Submit via email or mail:  
 Email to: [kglenney@consumersenergy.coop](mailto:kglenney@consumersenergy.coop)  
 Subject line: Contest  
  
 Mail to: Consumers Energy  
 Attn: Contest  
 2074 242nd Street  
 Marshalltown, IA 50158
3. Winners' names will be drawn at random and published in upcoming issues of *The Connection*.

**August 2024**

**Dates To Remember:**

**AUGUST**

- 1 Read Meters
- 1 Annual Meeting**
- 3 Bills Due
- 5 Automatic Payments Deducted
- 9 Email / Mail Bills
- 26 Automatic Payments Deducted

**SEPTEMBER**

- 2 Labor Day - Office Closed**
- 3 Read Meters
- 3 Bills Due
- 3 Automatic Payments Deducted

# Electricity Provides Powerful Value

If you're like me, there are aspects of your life that become sort of a daily routine. I get ready for work, get in my car, and drive to the coffee shop on the way to the office. At lunchtime, I drive to the nearest fast-food location and get lunch. Once I finally end the day at home, I stream an episode or two of my favorite show before bed.

As we all look for ways to save money in this age of increasing inflation, I began to think about my daily routine and how much value it provided me compared to the money I spent. A morning latte was costing me about \$6, a fast-food combo with a burger, fries, and a drink was setting me back \$10, and my Netflix subscription is about \$16 each month. All these daily expenses totaled around \$85 a week, or about \$340 monthly. And what was the real value—short-term satisfaction and a larger waistline? Even as I started packing my own lunch, my latte was still costing me about \$120 a month. This got me thinking—is this the best value for my money?

The average daily cost of electricity is about \$4.57, and the average monthly electric bill for members of Consumers Energy is \$165. You could power your entire home every day for the price of a medium latte. I could brew my own coffee, cook my own meals, binge a series and run on a treadmill for less than the cost of that drink. Now to me, that's real value.

Electricity provides benefits that we often take for granted. It goes well beyond short-term satisfaction by allowing us to charge devices and have cold food and hot water, all in a comfortable indoor climate. Besides the privilege it affords, electricity has also remained relatively cost-stable even amidst rising inflation.

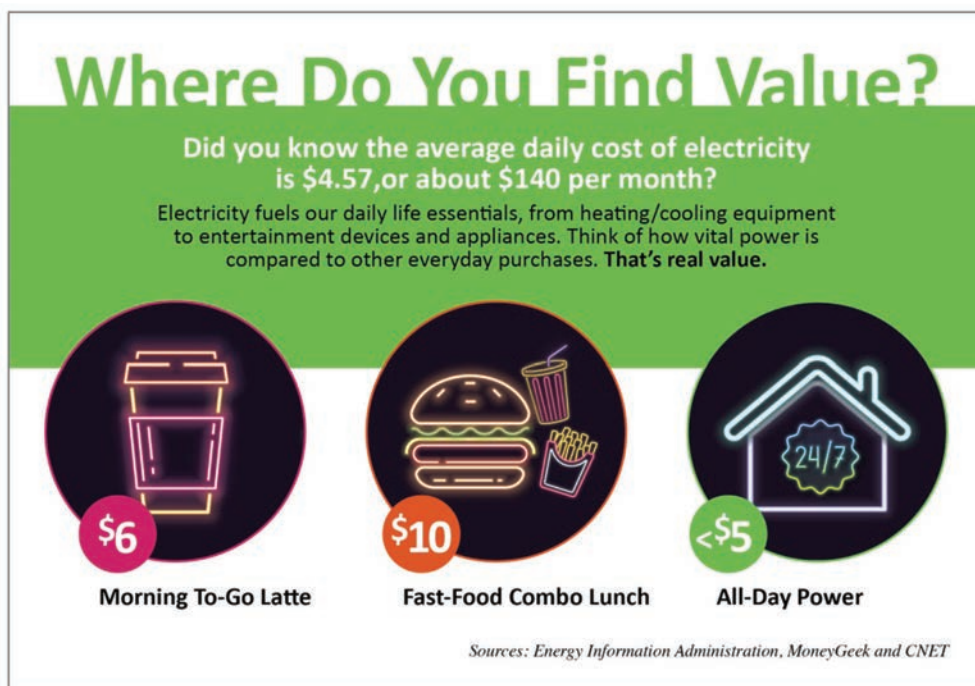
As a member-owned cooperative, Consumers Energy does everything in our power to ensure your costs stay reasonable and that electricity remains a great value for our members. It's not always easy, as there are several factors beyond inflation that impact the price of electricity—some within our control but most beyond it.

The cost of electricity can fluctuate due to supply and demand, infrastructure investment, maintenance, and operational expenses. Weather patterns also contribute, affecting both demand and generation capabilities, with extreme conditions leading to heightened energy use or disruptions. Government policies, such as subsidies for renewable energy or taxes and regulations on emissions, shape electricity costs as well. Your electric co-op considers all these aspects when adjusting rates, and because we're a cooperative, we consider the impact of those costs on our members as well.

As our community continues to rely on electricity for nearly everything in our homes, schools, hospitals, and businesses, we need it to be reliable and affordable. You can be assured, Consumers Energy always puts you top of mind and works each day to ensure electricity remains the best value for your money.

*Bridget Itzen*

Bridget Itzen, CEO/General Manager



# ROSS RANDALL

## EMPLOYEE SPOTLIGHT



**JOB: APPRENTICE LINEMAN**



**DREAM VACATION: GREECE**



**FAVE SONG: BENNIE & THE JETS BY ELTON JOHN**



**FAVE MOVIES: JOE DIRT; WATERBOY**



**FAVE BOOKS: ANYTHING BY ROBERT GREENE**



**FAVE FOOD: STEAK**

## WHAT IS backfeed?

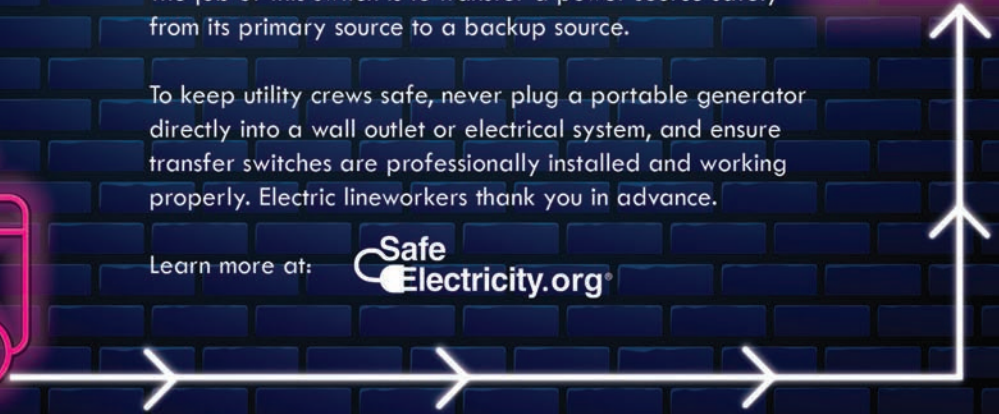
Avoid deadly backfeed and help keep lineworkers safe.

Backfeed happens when a person connects their portable generator to a wall outlet, which allows power to flow in reverse – that is, the alternate power source feeds energy back through their home’s electrical system, their meter and back into the power lines.

Potentially deadly backfeed can also happen with permanently installed generators that are not used or installed correctly. They should be wired into your home by a qualified electrician, who will install either an automatic or manual transfer switch, depending on the generator. The job of this switch is to transfer a power source safely from its primary source to a backup source.

To keep utility crews safe, never plug a portable generator directly into a wall outlet or electrical system, and ensure transfer switches are professionally installed and working properly. Electric lineworkers thank you in advance.

Learn more at:



# 2023 CENTRAL IOWA POWER COOPERATIVE POWER SUPPLY REPORT



**Arden Greiner**  
Director - CIPCO Representative

As the energy landscape continues to shift around us, I'm happy to report that our cooperative renewed our long-term commitment to Central Iowa Power Cooperative (CIPCO) by signing a new wholesale power contract. Negotiations lasted several years until CIPCO and its member-owner electric cooperatives came to an agreement on the updated terms that provide a framework to integrate new technologies and serve as a foundation for critical long-term resource decisions while maintaining flexibility.

Although 2023 began amid a backdrop of economic uncertainty, persistent inflation, and ongoing supply-chain disruptions, the wholesale power markets somewhat calmed, and CIPCO's financial results reflected a year of strong performance and competitive rates. CIPCO is proud to maintain competitive rates that, today, remain below rates charged to Consumers Energy more than 10 years ago.

As your representative on the CIPCO Board of Directors, I was involved in discussions around the challenges we expected to come from the Environmental Protection Agency's Greenhouse Gas Standards and Guidelines for Fossil Fuel-Fired Power Plants, released in April this year. As expected, this barrage of new EPA rules ignores our nation's ongoing electric reliability challenges and is the wrong approach at a critical time in our nation's energy future. Additionally, these rules push additional essential "always available" generating resources such as coal off the grid just as the nation is depending on electricity to power more of the U.S. economy.

On behalf of its member-owners, CIPCO stands united with its cooperative and industry peers to challenge detrimental regulations and advocate for sensible energy policies. Intermittent generation resources such as wind and solar are a valuable and growing portion of CIPCO's energy mix, but coal and natural gas generators are critical to preserve reliability, minimize emissions, and keep electricity rates at an affordable level for Consumers Energy and its members.

Severe weather events underscored the need for a robust transmission system in 2023. On March 31, a widespread tornado outbreak swept through the eastern part of Iowa, causing 23 system outages and 47 damaged transmission structures for CIPCO. In August, CIPCO reached a new all-time peak demand of 675 MW during a period of sustained high temperatures. I'm pleased to report that CIPCO met all its generation requirements as requested by the Midwest Independent System Operator (MISO) and did not need to call on any of its member-owners to shed load.

Despite these events and others, CIPCO maintained an overall outage rate of 0.209 hours per customer, one of the best years for reliability in CIPCO's history. For 2023, Consumers Energy's was 0.49 hours per member.

In 2023, both Standard & Poor's and Fitch Ratings maintained CIPCO's 'A' ratings which confirm CIPCO's financial strength.

CIPCO remains dedicated to sound financial practices that allow margins to be returned to its members in the form of patronage, a key component of the cooperative business model. In 2023, CIPCO returned patronage totaling \$361,391 to Consumers Energy.

I can assure you that the CIPCO Board, member CEOs, and the CIPCO management team are focused on finding solutions that balance the reliable, affordable, and sustainable energy our members expect and deserve. No matter the complex issues before us, cooperative solutions are the answer.



**AVA  
HENDRICKS**  
of rural  
**Marshalltown**  
attended the  
**2024 Iowa**  
**Youth Tour to**  
**Washington,**  
**D.C., as**  
**Consumers**  
**Energy's**  
**representative.**

She shared her experiences at the co-op's Annual Meeting held August 1.

Check out the Youth Tour page on the co-op's website! There, you can find more information on what Youth Tour is all about!



For information on the Youth Tour, contact Billing & Education Coordinator Tami Kerwood at 800-696-6552 or [tkerwood@consumersenergy.coop](mailto:tkerwood@consumersenergy.coop).



**SCAN HERE**  
TO GO TO THE YOUTH  
TOUR PAGE NOW!




Consumers Energy directors are honored for every 5 years of service to the cooperative.


At the June Board Meeting, Consumers Energy recognized the commitment and dedication of Director Craig Griffieon.



**BACK TO SCHOOL EMOJI Pictionary**

Guess the back-to-school phrases using the emoji pictures!  
Enter the monthly newsletter contest by sending in your answers!  
Contest details are on page 8-A.



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# Check out Consumers Energy's Education Program!

CONSUMERS ENERGY HAS OFFERED EDUCATIONAL OPPORTUNITIES FOR DECADES. AS YOUR LOCAL ELECTRIC COOPERATIVE, WE ARE HERE TO HELP POWER LIVES AND EMPOWER THE COMMUNITIES WE SERVE!

## Consumers Energy's Education Program has been busy in 2024!

Here are some of the engaging presentations delivered by our team on electrical safety & education so far in 2024:

- 💡 Nu-Beta Sorority in State Center
- 💡 Ballard High School Career Day
- 💡 Gladbrook-Reinbeck Elementary School
- 💡 Colo-NESCO High School Career Day
- 💡 Nevada High School Career Day
- 💡 City of Melbourne Electrical Safety Presentation
- 💡 Melbourne Fire & Rescue Electrical Safety Presentation
- 💡 West Marshall Elementary School
- 💡 Marshalltown High School Talented & Gifted Program
- Renewable Energy/Energy-Saving Ag Practices presentation by member Kaleb Applegate
- 💡 Fisher Elementary School
- 💡 Marshalltown Public Library Summer Program
- 💡 West Marshall 6 to 6 Summer Program

Consumers Energy presents a variety of **FREE** programs that can be customized for schools, civic clubs, fire departments & first responders, and city & county government groups.

For more information, contact Billing & Education Coordinator Tami Kerwood at **800-696-6552** or [tkerwood@consumersenergy.coop](mailto:tkerwood@consumersenergy.coop).

For more information, contact  
Tami Kerwood.

✉ [tkerwood@consumersenergy.coop](mailto:tkerwood@consumersenergy.coop)

☎ 800-696-6552





## 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  
agreiner@consumersenergy.coop

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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:  
\$0.000364

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

For the most accurate outage updates, check SmartHub or [www.consumersenergy.coop](http://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](http://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](http://www.consumersenergy.coop)



[info@consumersenergy.coop](mailto:info@consumersenergy.coop)

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



### WATER HEATERS

- Consumers Energy stocks and sells Marathon energy efficient electric water heaters.



### REBATES

- Residential
- Agricultural
- Commercial

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