

April 2018



Spring project update

by Ken Weber, CEO

HMU has invested considerable treasure over these last 18 months in upgrading our utility infrastructure.

Our fiber to the home (FTTH) project is a joint effort between our Electric and Telecommunications departments to increase service reliability and data capacity for both HMU operations and customer usage. Completion of this project will allow HMU to access utility systems real-time to monitor operations and will facilitate future implementation of effective load control and/or peak load shaving. These particular features relate to effective monitoring and efficient controlling of overall energy usage, particularly on those days where we are dealing with peak demand on our system. In addition, it provides the infrastructure whereby customers may one day be able to remotely monitor and control their individual energy use.

Fiber will provide HMU Telecommunication customers a dedicated individual direct connection back to our headend. This will mean significantly increased data capacity, reliability, security and speed for your internet, video and telephone connections. This project should also provide reduced telecommunications systems operations and maintenance expenses long into the future.

Our electric underground conversion project will complete an undertaking started many years ago. This initiative will result in the entire community operating at a single distribution voltage, whereas now different parts of Harlan are served by different voltages over separate distribution systems. Likewise, this should increase reliability and security while reducing electric systems operations and maintenance expenses.

After years of excessive chemical usage and filter replacements in our water treatment plant, the remediation project currently underway should resolve operational issues dating back to the plant start up. Although we have not yet completed this project we are already realizing reduced chemical usage, less frequent filter replacements and lower operating pressures through the reverse osmosis units. The latter operational impacts should also reduce overall energy usage at the water plant.

So, as an HMU Customer, these significant investments represent continuing efforts toward providing the lowest cost most reliable services you expect from your Harlan Municipal Utilities.

As always, should you have any questions or concerns about what we do or why we do it, feel free to contact us at your HMU Office.

Quick Tips

HOW ARE WE DOING?

Enclosed in this mailing is a Report Card. Please take the time to fill it out and drop it in the mail. Your input is important to us as it helps let us know what you think we're doing well and where we need to improve your level of satisfaction with HMU.

SIGN UP FOR BUDGET BILLING IN APRIL

Budget Billing helps offer stability to your monthly budget. It lets you pay the same amount every month so you can plan accordingly. Contact our office for details!

DIAL BEFORE YOU DIG

Know where utility lines and pipes are before you dig. Always call 811 before planting trees, installing fence posts or tilling for a garden. One free phone call will have underground utilities located and prevent an outage.



Know what's below.
Call before you dig.

EMPLOYEE NEWS

Brian Lasher, previously in the Water Department, is now in the Gas/Meter department. Patti Burroughs, previously a CSR on the Telecommunications side, is now part of utility billing. Daniel Render and Jordan Newcomb are our new apprentice linemen.

Water Main Flushing

HMU will be flushing water mains the week of April 23rd.

During this time, you may notice cloudy water before bathing, doing dishes or laundry. Be sure to let the water run for a minute or two to help remove the cloudiness.

Feel free to contact our office if you have any questions or concerns.



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Project Share

Project Share assists needy households in paying energy bills.

You may add a regular contribution to Project Share through your monthly utility payment or by making a one-time direct donation. Your contribution is voluntary, flexible and tax deductible.

People qualifying under the Project Share guidelines are carefully identified by an area social service agency.

Project Share Contribution

I'd like to help a neighbor in need with a contribution to Project Share.

Name _____

Address _____

Phone _____

I will contribute \$_____ per month. I understand this amount will be added to my monthly utility bill.

My account number: _____

I have enclosed a one-time contribution of \$_____