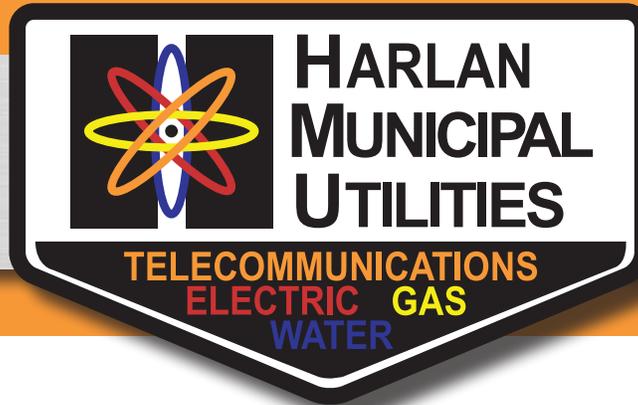


January 2018



## A look back and a look ahead

by Ken Weber, CEO

In our efforts to make HMU a Sustainable Municipal Utility long into the future, the primary focus thus far has been on the condition and integrity of our infrastructure.

In preparation for 2018, we generally begin by reviewing what has been accomplished during 2017:

- Completed Utility Services Base Rate Cost of Service Studies
- Adjusted Rates for Electric and Water Services based on Cost of Service Studies
- Completed a Comprehensive Upgrade to HMU's Integrated Resource Plan
- Completed Phase 1 of the Fiber Optics Project
- Initiated Phase 2 of the Fiber Optics Project
- Evaluated Financing Options for Customer Connections to New Fiber Plant
- Completed Phase I of the Electric Underground Conversion Project
- Completed Electric Substation Switchgear Project
- Initiated Phase II of the Electric Underground Conversion Project
- Installed New Digital Telephone Switch
- Developed and Approved Plan for Water Plant Remediation with the objective of lowering O&M Expenses and Improve Plant Efficiency

*continued on back...*

## Quick Tips

### IMPORTANT WINTER WEATHER REMINDERS

Please do not intentionally blow or shovel snow on to or near any electrical, gas, water or telecom boxes or facilities. Doing so could cause damage leading to an outage or result in slower than needed response times in times of outages. Watch for snow covered boxes and pedestals in alleys.

...

This is the time of year that a programmable thermostat could save you money on heating costs. You can set it to match your lifestyle. Keep it warm when you are home and save money while you're a way. Programmable thermostats qualify for a rebate.

...

Keep warm air circulating around water pipes to prevent them from freezing. Open cupboard doors if needed to help keep pipes warm.

...

The cost of natural gas is lower this year compared to last, but temperatures are in the single digits and below. Practice common sense energy efficiency in cold weather to save money.

### COPIES OF HCTV PROGRAMS AVAILABLE

Copies of programs produced and aired by HCTV are available on DVD for \$10 each. Contact Amy Barrett direct at 733-8064 or 755-5182 or via e-mail at:

[barretta@harlannet.com](mailto:barretta@harlannet.com)

# A look back and a look ahead

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## What's next:

- Complete Phase II of the Fiber Optics Project
- Complete Customer Connections to New Fiber Optics System
- Complete Phase II of the Electric Underground Conversion Project
- Complete Engineering Design for remainder of Electric Underground Conversion
- Assessment of Water Distribution System
- Assessment of Natural Gas Distribution System
- Develop and Implement Plans for Demolition of Old Water Plant
- Review Long-Term Options for Equipment Storage
- Review Options for Repurposing or Demolishing Old Office Building
- Review Options for Standby Power Generation
- Perform Hydrological Assessment of Available Water Resources
- Finalize Staffing Succession Plan
- Complete Water Plant Remediation Project
- Evaluate Customer interest in a Community Solar Project
- Consider Feasibility of a BioGas Digester (Objectives - Renewable Natural Gas for Electric Generation or Resale)
- Evaluate current Customer Service and Financial Services Software for upgrade or replacement

We have come a long way in the last several years but still have more to do. All of our interest and investments are directed toward ensuring you, our valued Customers, have the most reliable services at the lowest possible costs.

As always, should you ever have questions or suggestions please feel free to call or stop by the office.

Wishing you and yours the very best in this New Year!



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## Important Payment Reminder

When dropping off a payment in person, at our drop box, at Midstates Bank or Shelby County State Bank, always, always, always, enclose your payment stub to ensure your payment is properly credited to your account. If you have multiple accounts, including your stub helps us know to which account we should post the payment. Utility and Telecom service is not billed through the same system so if we have the stub, we'll know where you want us to post your payment.

## 2017 Appliance and lighting rebate applications due

Submit rebate applications for qualified lighting, appliances or insulation installed during calendar year 2017 by January 31, 2018. Qualifying appliances must be Energy Star approved and carry the Energy Star logo on the yellow Energy Guide. Furnaces and A/C units do have to meet certain efficiency targets. Check the rebate application or brochure for guidelines. Insulation rebates require a pre and post inspection in order to receive a rebate. Customers whose projected single or combined lighting rebate request(s) will exceed \$1,500 during 2018 should contact HMU before installation to ensure funds are available. Rebate guidelines and forms are available in our office or at [Harlannet.com](http://Harlannet.com). If you have any questions on our energy rebate program, call Doug Hammer direct at 733-8065 or the HMU office at 755-5182.