

June 2018



**HARLAN  
MUNICIPAL  
UTILITIES**

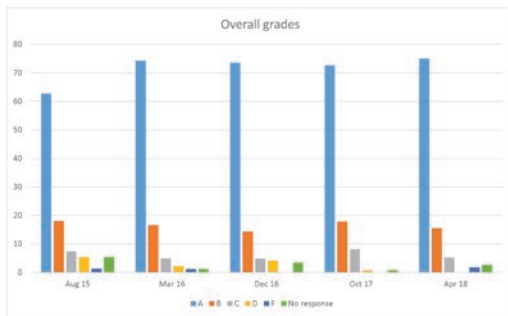
**TELECOMMUNICATIONS  
ELECTRIC GAS  
WATER**



## Final Grades

Thanks to everyone that replied to our latest Report Card survey. Your feedback is important to us. We read the comments and take them into account when making changes.

About 90% of respondents gave us an A or B for an overall grade. That tells us you think we're doing pretty well keeping the lights on, the gas prices low, the water quality high and you connected to the world but there's room for improvement.



Your comments are encouraging and helpful. "You do a great job." "Warm, friendly, knowledgeable staff." "Efficient, professional and friendly." "We appreciate our local service." "Always very helpful." "Like the new drop box." Responses to the question *What are we doing right?* include: "Consistently trying to improve services." "Great service when you call in.", "Quick response to outages."

Responses to the question *How can we improve?*: By far the most common response concerns "rates". As we provide six separate billed services (electric, gas, water, cable TV, Internet and phone) it's difficult to always know which service is being mentioned but we presume electric, gas and water are the rates that affect most of our customers. The topic of rate structures and how each service is priced is a bit detailed, (and frankly, sometimes boring) and can't be addressed in the space we have this month. Look for dedicated columns on this topic in future newsletters and on our website. Please know that HMU understands the impact of rates and monthly bills on customers.

The second most mentioned topic under improvement is regarding telecom service. One of the reasons for converting from the old coaxial based system to a fiber delivery system is to improve how we get the signal from us to you. A fiber based system is less susceptible to failure due to extreme temperatures like heat and cold. There are few, to no, connections out in the field that can fail. Most of the fibers run directly from your home or business to our office without passing through any other device that can affect the signal. In the HMU system, your video, Internet and voice service will, likely, not share any part of any line with any other user meaning what other people do will not affect your service. We expect the quality of service and reliability to dramatically increase with the new fiber system.

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## Quick Tips



### 4th of JULY CLOSING

The HMU office will be closed on Wednesday, July 4th in observance of Independence Day. Emergency calls taken at 755-5182.

### HCTV CHANNEL 15

New this summer on HCTV Channel 15: Watch HCHS baseball and softball games plus coverage of the swim team. Visit [Harlannet.com](http://Harlannet.com) for replay days and times.

### ENERGY REBATES

We offer rebates for replacing old central air conditioners with new high efficiency models. Rebates are available for energy efficient window units also. Visit [Harlannet.com](http://Harlannet.com) for details.

### WIRELESS ROUTERS

We lease or sell wireless routers. Three coverage ranges are available for small, medium or large areas. All are designed for multiple users. Leasing starts at \$4.99/mo. See us for details.

## Summer Energy Saving Tips

### There are many low cost and free ways to cut your cooling bill this summer:

- Use shades and blinds on south and west windows to block afternoon solar heat.
- Keep the air moving. Don't block vents with furniture or curtains. When possible, turn off the A/C and open doors and windows.
- Sometimes, opening windows on cool nights can increase air flow. But if it's humid, your cooling system may work harder the next day to remove all the moisture you let in the night before.

### Other ways to trim your bill this summer and in the future:

- Keep shrubs and ground cover away from your outside central air equipment.
- Have a professional A/C tune up every year or two to ensure your system works at peak efficiency.
- Replace filters regularly. Remember, keep the air moving. Blocked filters add to your cooling cost.
- Install ceiling fans or use box fans to circulate air.
- Check duct work for air leakage.
- Plant the right shade tree for your property and home on the south or west side to help block the summer sun.

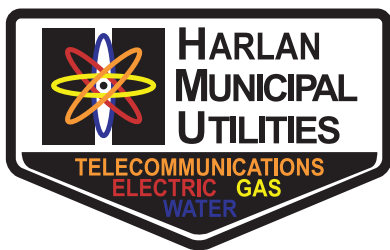
## Vacations and Auto Pay

If you are headed to your dream destination this summer or just taking some time off for a family excursion, don't forget about your utilities.

Even if you are only gone for the weekend, think about shutting off your water service at an inside valve if you can. An unattended small drip or leak over several days can increase your water bill unnecessarily.

If you plan to be gone for a month or more, consider contacting us about shutting off telecom services. If you'll be gone for a significant time, say four to five months during the winter, ask about shutting off all utilities.

The last thing you want to worry about when you are on vacation is your utility bill. Setting up your account for Auto Pay ensures your bill is paid on time every month.



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of electric, gas, water  
and telecommunications.

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## Final Grades

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Number three is construction. Yep. We get it. It seems like we've been doing a lot of construction for a long time and things are just not as they should be. Moving electric lines from overhead to underground has proven to decrease outages from animals, falling limbs and storms. An underground electric system is safer as there are no lines in the air to catch things like kites or to hit with a ladder when you clean the gutters. It makes Harlan look better without all the poles and lines in the air. The change in the distribution system voltage during the conversion has allowed us to modernize the electric system. Construction is allowing us to build the fiber to the home system. So, we understand construction can be an inconvenience and an eyesore in the short term. Long term, Harlan will have a very reliable electric system and the advantages of fiber to the home. Please bear with us a little longer. We'll all be better off when we are done.

We must mention that not all construction being done in town is by HMU or our contractors. As other providers move their lines from our poles, they bring in their own contractors. We try very hard to hold our crews and contractors to a high standard of construction and restoration. However, we do not have any say as to how other providers conduct their construction or oversee their contractors. We can only hope they are as respectful to your property, family, time and peace of mind as our crews and contractors.

Thanks again for returning your report card and giving us a grade. Over time it looks like you think we're doing better and that's what counts. We want to improve and we want to be Harlan's premier provider of electric, gas, water and telecommunications today and in the future.