

March 2018



Saying Goodbye to Winter

by Ken Weber, CEO

We are nearing the end of an unusually cold winter, but that is only when compared to the recent past. This past winter has actually been closer to normal in temperature but our area has also been lower in precipitation than other parts of the state. What this means to our HMU Customers is that you will likely see higher heating bills than what you have experienced over the past several years.

Something else to keep in mind as we near the end of winter, it means we are also nearing the start of construction season. This year will be busier than the last several due to the multitude of projects we will have underway. Along with our Fiber-To-The-Premise (FTTP) Project, we will be starting the customer connections (converting customers from coax to fiber) portion of the project and the next phase of our electric underground conversion project. We will be moving underground utilities from the berm south of the Settle Inn motel and placing them further underground to allow for construction of a new Bomgaars and Buck Snort restaurant.

Combine these with our annual maintenance programs and there will be plenty of construction activity around the community this year.

Thus, we beg your patience as we continue our efforts to ensure the highest quality, most reliable and least cost utility services to you our valued HMU Customers. Be cautious in construction areas to keep everyone safe.

As always, feel free to contact the office with any issues or concerns.

Employee Recognition



Employees recognized for their years of service to HMU and its customers at the annual employee recognition banquet in January include Journeyman Jacob Jochims for five years of service and Director of Electric, Gas and Water Dar Gessert for 20 years.

Quick Tips

The winter moratorium ends April 1. If you are having a problem paying your utility bill and could be facing a shut off, contact us NOW to set up a payment plan. It is much easier to make payment arrangements before services are shut off.

Spring yard work and construction starts soon!

Stay safe. **Call 811** before you dig and have underground utilities located.



REMEMBER!
Please drive safely in construction zones!



Underground Gas Pipe Notice

If you have a natural gas line that runs underground, for example, to a heater in a garage, that line is after the gas meter.

Here is a safety recommendation:

We operate our gas system with an emphasis on safety. We're required to design, operate and maintain our underground natural gas pipeline system according to prescribed federal standards.

HMU does not maintain any gas piping that occurs AFTER the meter. This is the responsibility of the customer who owns the pipe. If a buried pipe is not properly maintained it may be subject to corrosion or leakage.

To ensure continued safe and reliable operation, these lines should be checked periodically. You, or the building owner if you live in rental property, are advised to contact a licensed plumber or heating contractor to assist you in locating and inspecting your buried gas lines. If any unsafe condition is discovered, repairs should be made immediately.

If we can answer any questions related to natural gas, please call us at 755-5182.

As always, call Iowa One Call at 811 or 1-800-292-8989 before digging!



**Know what's below.
Call before you dig.**



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2412 Southwest Avenue
PO Box 71
Harlan, IA 51537

Phone: 712-755-5182
Fax: 712-755-2320
E-mail: HMU@harlannet.com

www.harlannet.com

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Budget Billing



Budget Billing is a way to level out utility payments over 12 months. Using Budget Billing, you'll know how much you owe for electric, gas and water service every month.

Your Budget Billing amount is based on the amount of electricity, gas and water you used over the past 12 months. The estimated future usage assumes you will consume about the same amount of energy and water over the next 12 months.

After your average usage is determined, we can estimate what the monthly bill will be for the next 12 months. This estimate is what you will pay every month for the next year. At the end of 12 months, you have the option to true up your bill if you used

more than estimated and, therefore, owe more than originally estimated, or you can roll over the amount owed to the next 12 months. If you used less than estimated, your credit will apply toward next year.

Budget billing avoids the wide swings of monthly utility bills. Now is the time to enroll.