



HMU is committed to our customers

by Ken Weber, CEO

HMU employees work diligently to provide electric, natural gas, water and broadband communications services to you, our customers. We continue investing in upgrades to our existing infrastructure while negotiating the lowest possible wholesale pricing. In addition to infrastructure and pricing we also strive to meet your every need with outstanding customer service.

HMU's commitment is further expressed in our HMU Mission Statement:

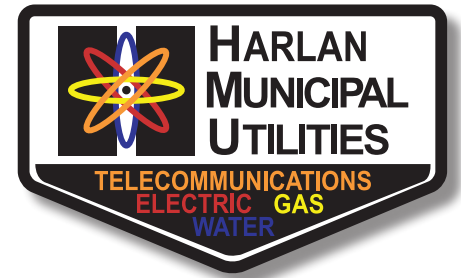
Our mission is to retain and expand our customer base through superior, personalized service. To fulfill this mission, we are committed to doing the following:

- *Ensuring the availability of energy and natural resources*
- *Responding to emerging needs of the community*
- *Providing competitively priced products and high-quality services*
- *Being up to date on new technologies that may benefit our customers & HMU*
- *Rewarding employee achievement*
- *Serving and supporting the community*
- *Building partnerships*
- *Exceeding customer expectations*
- *Protecting the environment*

Retain and expand our Customer Base

HMU operates our electric utility within specific geographic boundaries while benefiting from low-cost wholesale electric supplies; natural gas is primarily limited by supply but very competitively priced; water is limited by supply but is extremely high-quality, with Regional Water competitively located at our current boundaries; and, our fiber optics based broadband communications are competitively priced with, generally, unrestricted borders but fierce competition.

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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.

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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 away. Programmable thermostats qualify for a rebate.

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

COPIES OF HLTV PROGRAMS AVAILABLE

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

Watch HCSO winter sports on HLTV channel 15!

Harlan's premier provider of electric, gas, water & telecommunications.

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Superior, personalized service

HMU strives to provide highly reliable, quality and valued services, personalized by the fact we have a local presence supported by dedicated local employees.

Emerging needs, serving and supporting the community

HMU actively engages in every economic development opportunity that presents itself. Most recently illustrated by development in-and-around the Harlan Plaza and various completed and planned developments in the GH Christiansen Subdivision.

While we believe we are doing a tremendous job providing the best services available, we are always striving to improve. Your comments are always welcome as we prepare to meet the challenges of another year and look for opportunities that will benefit all of our customers long-term.

We are your Harlan Municipal Utilities!

2018 appliance & lighting rebate applications due

Submit rebate applications for qualified lighting, appliances or insulation installed during calendar year 2018 by January 31, 2019.

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 2019 should contact HMU before installation to ensure funds are available. Rebate guidelines and forms are available in our office or at Harlannet.com.

If you have any questions on our energy rebate program, please call Doug Hammer direct at 733-8065 or the HMU office at 755-5182.

New on HMU Cable TV

The DMX music channels have been replaced by the Stingray music service. Stingray Music offers a greater selection of music than before. The music channels come with your HMU cable TV subscription and are available when you use a DTA, set top box or whole home DVR.

WOWT DT3 channel 105 on the HMU system has switched from Antenna TV to Heroes and Icons (H&I) TV. H&I offers great series like Black Sheep Squadron, House, Monk, NYPD Blue, Nash Bridges and the Star Trek compilations. Tune in for some real heroes and icons.

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.

