



# The results are in:

The results from the latest round of Report Cards are tabulated. We thank you for your input. About twice a year, we ask you to let us know how we're doing in three areas: Our Quality of Service, our Staff Cooperation and your Level of Overall Satisfaction. We score this similar to a report card in school and use a five letter grade scale. We've charted this information over the years to see how your perception of HMU changes over time.

### QUALITY OF SERVICE:

Right at 75% of respondents gave us an A in this area. About 10% gave us a B meaning we continue to do pretty well in this area but need to improve when we can. Areas of service we strive to improve include the final phase of moving overhead electric lines to underground, continued safety monitoring of the gas system, maintaining high quality water treatment, converting telecom customers from the old coax system to a fiber to the home system. All of these initiatives are to increase the reliability and overall quality of each respective service. It's important to us that you feel you receive a good value from your utility.

### STAFF COOPERATION:

Do you feel as though the HMU employees are easy to work with? Responsive? Pleasant? Helpful? Knowledgeable? Proficient? About 76% of the responses gave us an A and about 12% gave us a B. That's a total of 88% above a C or above average. So not bad but, again, some areas to improve. Many of you wrote nice compliments about the HMU employees and we appreciate the kind words.

### LEVEL OF OVERALL SATISFACTION:

Are you generally pleased with HMU as your provider? Are you happy with how the utility is managed? Is HMU a good member of the community? Are you proud of us? We received a 72% A rating and 9% B rating. Overall about 81% above average but the lowest combined of the three.

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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.



See the enclosed insert regarding Budget Billing. Now is the time to enroll!



**Spring yard work and construction starts soon!** Stay safe. **Please call 811** before you dig and have underground utilities located.

**Remember to drive safely in construction zones!**



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

2412 Southwest Avenue | PO Box 71 | Harlan, IA 51537  
P: 712-755-5182 | F: 712-755-2320 | E: HMU@harlannet.com | [www.harlannet.com](http://www.harlannet.com)



# 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 before digging!**



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

## The results are in:

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**Written comments for How can we improve? :** "Work to lower prices." "Provide a return envelope." "Fix all those boxes. Some are falling over." "Replace outdated electric system to improve reliability." "Get the Fiber complete." "Faster Internet." "Email bill/direct deposit." "Doing great so far." "Encourage more use of renewable energy at the local level." Continuing replacement and upgrading our facilities will address some of these service issues.

**Written comments for What are we doing right? :** "Taking care of repairs when necessary." "Great service." "Very Friendly customer service." "Looking ahead and doing continuous preventative maintenance." "Awesome response to service calls." "Staff is so courteous." "Prompt service when there is a problem." "Dependability." Appropriate maintenance of the systems and continued technical training will help maintain and increase the level of satisfaction for all our services.

Once again, thank you for returning your Report Card. Watch for another in about six months.



Above: HMU has been at some recent community activities. HMU Journeyman Lineman Stephen Gessert shows an Early Childhood STEM Festival attendee how to wear protective equipment. Watch for us at the Home Show in March and the Community Kid's Festival in April.

## 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 services are not billed through the same system so if we have the stub, we'll know where you want us to post your payment.