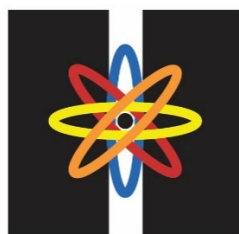


**Harlan's Premier Provider
Electric, Gas, Water &
Telecommunications**

2412 Southwest Ave | PO Box 71
Harlan, IA 51537

712-755-5182 | www.harlannet.com



Regular Office Hours:
7:30 AM - 4:00 PM M-Th
7:30 AM - Noon Friday

Office Closings:
Sept 1 | Holiday
Nov 11 | Holiday
Nov 27 & 28 | Holiday

September 2025

Water Rate Adjustment

HMU continuously reviews department operations, the fiscal state of each utility and how we provide services overall to ensure efficient use of all physical and financial resources. HMU is being proactive to secure the future of your water utility. The cost of production of the water along with infrastructure continues to rise. This adjustment will also allow us to maintain upgrades and service changes over time. At the August 27 Board of Trustees meeting, the Board reviewed recommendations to modify the water rates. The new rates will be effective with billings effective October 1, 2025. If you have any questions, please contact Donald Cote at 733-0021.

For the full resolution please visit our website and navigate to the Public Notices/Employment Opportunities page.

LIHEAP Enrollment begins November 1

Applications will be taken starting November 1, 2025 (October 1, 2025 for households with an elderly (60+)/disabled member) for the 2025-2026 Low-Income Home Energy Assistance Program (LIHEAP). This program is funded by the Department of Health and Human Services through the Iowa Department of Human Rights/DCAA, and has been established to help qualifying low-income Iowa homeowners and renters pay a portion of their primary heating costs.

West Central Community Action, 1017 7th St., Harlan, IA 51537, 712-755-5602 will be taking applications through April 30, 2025. Applicants must verify their identity with Social Security Cards for every member of the household or I-94 Cards with the documented country. Applicants must supply a copy of their most recent heating bill and proof of all household members' gross income for the past 30-days or provide their 2024 Federal Income Taxes. Applications taken by appointment only, please call to schedule an appointment at 712-755-5602.

This program is not designed to pay a household's total energy costs but will provide supplemental assistance based on several factors including total household income, household size, dwelling type, and type of heating fuel. See reverse for more information.

Natural Gas Safety -

Operating a safe gas system is one of our highest priorities. ALWAYS call 811 before you dig to make sure there are no gas lines in the area of digging. HMU will locate gas lines owned and operated by HMU up to the meter for free when you call 811.

Customer owned piping including gas lines running to grills, yard lights, out buildings or garages will not be marked by HMU as these lines are after the meter and owned by the customer. Contact a plumbing or heating dealer or qualified private contractor to locate gas piping owned by you.

Insist others performing work for you call before they dig.

Learn how to recognize a gas leak and what to do if one happens.

Do not cover or obstruct gas meters. Make sure we can get to a meter if necessary. Enclosed with the newsletter is information on natural gas. Please take the time to read it and discuss it with family members.

Keep our number by your phone and call us any time of day if you suspect a gas leak. Call 712-755-5182

2025-2026 IOWA HOME ENERGY ASSISTANCE PROGRAM

ATTENTION: RESIDENTIAL CUSTOMERS NEED HELP WITH YOUR HEATING BILL?

The 2025-2026 Low-Income Home Energy Assistance Program (LIHEAP) has been established to help qualifying low-income Iowa homeowners and renters pay for a portion of their primary heating costs for the winter heating season.

The assistance is based on household income, household size, type of fuel, and type of housing.

If you are not sure where to apply you can **Dial 2-1-1**, visit <https://hhs.iowa.gov/programs/programs-and-services/liheap> to locate and contact your local community action agency, or write to:

LIHEAP
Iowa Department of Health & Human Services
Capitol Complex
Des Moines, IA 50319

WHEN TO APPLY:

- **Elderly (60 & over) and/or disabled:**
October 1, 2025 to April 30, 2026
- **All other households:**
November 1, 2025 to April 30, 2026

WHAT TO PROVIDE:

- **Proof of Income** (for all household members age 18 and over) Depending upon your household income type, income documentation from the past 30 days, the last 12 months, or last calendar year, whichever is easier or more beneficial for you.
- **Proof of Social Security Numbers for all household members** (documentation required)
- **Most recent heat bill**
- **Most recent electric bill**

WAGE EARNERS:

Please provide copies of your check stubs for the 30-day period preceding the date of application, or a copy of your most recent federal income tax return.

FIXED INCOME:

This income may include Social Security Benefits, Supplemental Security Income, Veteran's Assistance, Unemployment Insurance, and pensions. Please provide copies of your check stubs from the previous 30 days.

SELF-EMPLOYED/FARMERS:

Please provide a copy of your most recent federal income tax return.

Note - Additional countable income and/or income verification not listed above may be required for eligibility determination

INCOME MAXIMUMS

<i>Household Size</i>	<i>Annual Gross Income</i>
1	\$31,300
2	\$42,300
3	\$53,300
4	\$64,300
5	\$75,300
6	\$86,300
7	\$97,300
8	\$108,300

For households with more than eight members,
add \$11,000 for each additional member.

Gas Connectors

Gas connectors are corrugated metal tubes used to connect gas appliances to gas sources.



Certain older gas connectors made of uncoated brass (example pictured) are susceptible to cracking, breaking and deterioration due to moving, bending, corrosion or the way they were made.

To our knowledge, these brass connectors have not been manufactured for over 25 years but many may still be in use. They should be inspected by a professional and replaced with stainless steel connectors. Gas appliances in your home that should be checked include: range, clothes dryer, water heater or auxiliary area heaters. Do NOT attempt to move the appliance yourself to check the connector. Contact a licensed plumber or qualified professional appliance repair service to inspect your connectors and replace them if necessary.

Carbon Monoxide

Carbon monoxide (CO) gas is an odorless, colorless gas created by incomplete burning of oil or gas by-products. Potential sources include automobiles, gas appliances, gas furnaces, chimneys, charcoal grills and portable kerosene heaters.



While death attributed to CO poisoning is rare, it is a threat which is largely preventable and the public, health care providers and emergency providers must continue to be vigilant.

Some common symptoms of CO poisoning are: nausea, vomiting, headache, dizziness, persistent cough, fatigue, eye and upper

respiratory tract irritation, wheezing or increased angina in people with coronary disease.

When there is a suspected CO problem in the home, it is important to promptly leave the building and call emergency responders to gain the appropriate medical and home inspection assistance to ensure it is safe to return home.

While CO alarms can be a useful secondary line of defense, the primary line of protection is prevention, which includes regular, professional inspection of gas and other fuel burning appliances. Regularly check your furnace intake and exhaust vents. Snow can pile up and plug an outside vent. Chimney flues should be cleaned regularly. Never use charcoal or propane grills inside as a heating source or for cooking. Always change batteries annually in CO detectors.

If you suspect high levels of Carbon Monoxide, leave the building immediately. Call 911 if medical help is needed. Then call HMU at 755-5182.

Gas Meter Safety

The area around your gas meter needs to be kept free of debris, snow, ice and obstructions at all times.

- Do not build permanent structures over, near or around the meter set or other HMU facilities.
- Notify HMU at 755-5182 if you:
 - Have ice build up on the gas meter. This may cause a gas regulator, next to the meter, to malfunction and create a safety hazard.
 - Will be completing work (such as building additions, decks, garages, landscaping, etc.) that may require relocation of HMU facilities.

Natural gas functions are extensively regulated by state and federal guidelines regarding design, construction, operations and maintenance. HMU complies with all guidelines including employee training, integrity surveys and system leak detection.

Natural Gas Safety



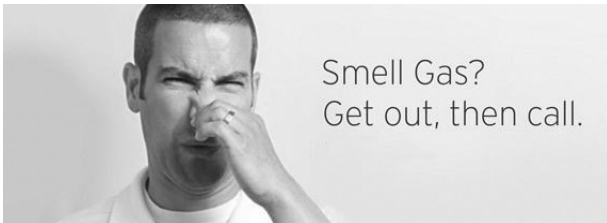
Play It Safe Around Natural Gas



Harlan Municipal Utilities
Harlan's Premier Provider

2412 Southwest Ave, P.O. Box 71, Harlan, IA
51537 (712) 755-5182 • www.harlannet.com EOP





Smell Gas?
Get out, then call.

The Harlan Municipal Utilities (HMU) provides natural gas to more than 2,200 customers through a network of underground distribution lines. Pipelines are a safe means of transporting natural gas. Main gas lines branch into household and business service lines.

The main lines are typically two inches in diameter and placed roughly two feet below the surface while service lines are typically three-quarters of an inch to one inch in diameter and buried 12 - 18" below the surface.

The shallow depth of these pipes is why it's important to always call Iowa One Call before performing any work that involves digging or placing anything in the ground. Even minor excavations such as installing mailboxes, privacy fences, flag poles, landscaping or erecting storage sheds can cause damage to a pipeline or its protective coating. It's important to prevent damage and report any suspected damage to underground pipes.

Customer-owned piping including gas lines running to grills, yard lights or outbuildings will not be

marked. Contact a plumbing or heating dealer or qualified private contractor to locate customer-owned gas piping.

Insist anyone performing underground work on or near your property call Iowa One Call and wait for the area to be marked for underground lines before digging.

Iowa One Call is a free service and can be reached toll free at **811**.



PURPOSE OF THE GAS AWARENESS PLAN



The purpose of our public awareness program is to increase the level of gas safety awareness to the public living and working near our system, public officials, emergency response organizations and excavators working where we operate.

YOU are an important part of our first line of defense against unauthorized excavation and system security. YOU can help us maintain a safe and secure system by reporting any suspicious activities near our pipeline.

Keep our telephone number near your telephone and call us 24 hours a day at 755-5182.

LEAK RECOGNITION AND RESPONSE:

HOW TO RECOGNIZE A GAS LEAK

What to smell for: Natural gas is a colorless, odorless gas. A chemical that smells like rotten eggs is added to help detect a possible leak.

What to listen for: A blowing or hissing sound near a gas pipe, meter or facility. Gas meters will emit a certain distinctive sound as part of their normal operation. Become familiar with what a properly operating meter sounds like so you can tell when it makes an unusual noise.

What to watch for: Dead or discolored vegetation in an otherwise green area. An underground gas leak may kill vegetation in the surrounding area. Pipelines operate under a certain amount of pressure. A leak will cause dirt or dust to blow from a hole in the ground. You may see bubbling in wet or flooded areas or flames if the escaping gas ignites.

POTENTIAL HAZARDS OF NATURAL GAS

FIRE OR EXPLOSION:

- Extremely flammable - easily ignited by heat sparks or flames.
- Will form explosive mixtures with air.
- Vapor may travel to ignition source and flashback.

HEALTH:

- Leaking natural gas is a health hazard. It can cause loss of coordination, dizziness and headache.

IF YOU SUSPECT A GAS LEAK

- Leave the area immediately and call 911 or HMU at 755-5182.
- Do not use any electrical devices such as light switches, telephones or garage door openers. They could spark and ignite the gas.
- Do not use an open flame, matches or lighter.
- Do not try and locate the source of the leak.
- Do not try to shut off any gas valves or appliances.
- Do not start vehicles.
- Do not re-enter the building or return to the area until you are told it is safe to do so.

HOW CAN I TELL WHERE A PIPELINE IS LOCATED?

Look for pipeline marker posts with yellow warning decals.

NOTE: Pipeline markers only indicate the presence of a pipeline in the vicinity. Contact 811 to have the pipeline located.

