

Harlan's Premier Provider
Electric, Gas, Water &
Telecommunications
2412 Southwest Ave | PO Box 71
Harlan, IA 51537

712-755-5182 | www.harlanet.com



Regular Office Hours:
7:30 AM - 4:00 PM M,T,W,F
8:00 AM - 4:00 PM Thurs
Office Closings:
Jan. 2 | New Year's Day
Jan. 25 | 7:30 - 8:30 AM

January 2023

Winter Weather Tips

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.

Please do not intentionally blow or shovel snow on to or near any electrical, gas, water or telecommunication 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.

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

Replace or clean your furnace filters.

Keep outside exhaust vents clean and clear.

Keep your gas tank full to help prevent ice in the tank and fuel lines.

Flip the switch on your ceiling fan to reverse the spin to assist in blowing warm air down from the ceiling.

2022 Rebate Applications Due

Submit rebate applications for qualified appliances, central air units and gas furnaces installed during calendar year 2022 by January 31, 2023.

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.

Rebate guidelines and forms are available in our office or on our website at:

Appliances:

<https://harlanet.com/wp-content/uploads/09.7-Rebate-Appliance.pdf>

Heating and Air Units:

<https://harlanet.com/wp-content/uploads/09.07-Rebate-Heating-Cooling.pdf>

In the 2021-2022 fiscal year HMU issued over \$17,500.00 in rebates to customers.

If you have any questions on our energy rebate program, please call Jennifer Kelly direct at 733-5185 or email jkelly@hmunet.com.



Auto Pay & Vacations

The last thing you want to worry about when on vacation or out of town is your utility or telecom bill. Setting up your account on Auto-Pay ensures your bill is paid on time every month. You will still receive a paper bill in the mail unless you opt-out and choose to receive your bill electronically. You will also receive reminders via email when your bill is ready and when the payment has been made.

Check our website for instructions for setting up your accounts on Auto-pay or contact us for the full-service option and fill out one form and let us do the rest. <https://harlanet.com/harlan-payment-options/>

Harlan Municipal Utilities - Serving you since 1891

Wishing you and your families a Happy New Year!

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Office Closings:
Feb 22 | 7:30 - 8:30 AM

February 2023

Project Share

Project Share assists needy households in paying energy bills. You may add a regular contribution to Project Share through your monthly utility payment or by making a one-time direct donation. Your contribution is voluntary, flexible and tax deductible.

People qualifying under the Project Share guidelines are carefully identified by an area social service agency.

Project Share Contribution

I'd like to help a neighbor in need with a contribution to Project Share.

Name: _____

Address: _____

Phone: _____

I will contribute \$_____ per month. I understand this amount will be added to my monthly utility bill.

Account No.: _____

I have enclosed a one-time contribution of \$_____.

Gas Billing Update

The HMU board is implementing updates to how natural gas charges will be displayed on customer bills effective April 1, 2023. Natural gas charges will be combined into a two-rate structure for the Gas Base Rate and Gas Use Rate (currently a three-rate structure). The Fuel Adjustment Rate will now be included in the Gas Use Rate and will vary monthly. This methodology is an Iowa municipality industry standard that tracks pass through Northern Natural Gas pipeline costs and natural gas supplier costs to our customers.

The HMU Board is also modifying the Gas Rates effective April 1, 2023, to include a new Industrial class with a firm supply service.

With the recent dynamics of the natural gas industry, the HMU board is committed to positioning the City of Harlan for future growth and security of natural gas supplies for our community.

For more information please visit our website at <https://harlannet.com/public-notices-employment-opportunities/> or the reverse side of this newsletter.

Years of Service

Thank you to Brian Lasher for his dedicated service to HMU over the last 10 years.



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RESOLUTION NO. 26-2023

A RESOLUTION TO UPDATE THE GAS BILLING CHARGES FOR
HARLAN MUNICIPAL UTILITIES

BE IT ORDAINED BY THE BOARD OF TRUSTEES OF HARLAN MUNICIPAL UTILITIES:

SECTION 1. The gas rates for Harlan Municipal Utilities are hereby modified to reflect the following changes:

Base Service Charges	
Residential	\$ 12.00
Commercial – Small	\$ 26.00
Commercial - Large Annual usage over 6,000 CCF (changed)	\$ 100.00
Interruptible	\$ 225.00
Industrial – Annual usage over 1,000,000 CCF (new)	\$ 400.00

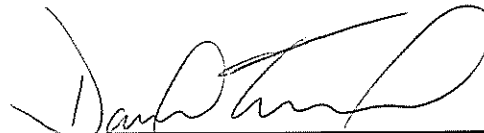
The usage rate will be calculated monthly as a thirty (30) day true passthrough, read cycle basis. This will combine the previous gas use and gas purchase adjustment into one simplified rate.

SECTION 2. Repealer Clause. All resolutions, parts of resolutions, or service rules conflicted herewith are hereby repealed.


SECTION 3. Severability Clause. If any section, provision, or part of this resolution shall be adjudged invalid or unconstitutional, such adjudication shall not affect the validity of the resolution as a whole or any section provision or part thereof not adjudged invalid or unconstitutional.

SECTION 4. Effective Date. The gas billing charges shall be effective with billing date of April 1, 2023.

Passed and approved January 26, 2023.


Chairperson, David Tyrrel

Attest:


Secretary, Joseph Rueschenberg

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March 2023

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8:00 AM - 4:00 PM Thurs

Office Closings:
Mar 22 | 7:30 - 8:30 AM

Hydrant Flushing

HMU crews will be flushing water mains April 3 – April 6.

Please check your water **BEFORE** cooking, doing laundry or bathing.

If water appears cloudy, let it run for a short period or until clear. If it doesn't clear within a reasonable amount of time, call 755-5182.

If they get done early we will post updates on our Facebook page.

Winter Moratorium

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.

If services are shut off, you will need to pay the account balance in full to restore services and payment arrangements are no longer available once disconnected.

If you know you will not be able to pay the full amount on or before the DUE DATE, please contact us for payment arrangements before the payment is due. Failure to pay the full amount due will subject you to shut off notices and disconnection proceedings.

Please call 733.8065 for payment arrangements.

National Gas Utility Workers' Day

March 18th is designated by The American Public Gas Association (APGA) as Natural Gas Utility Workers' Day, a day of national recognition for honoring natural gas utility workers across the US for their hard work and accomplishments within the industry.

March 18th, 1937 was the date of the New London, Texas school explosion. This tragic event led to an historic response in the gas industry; adding the chemical mercaptan to natural gas to give it an odor so workers and the general public had a way to sense a dangerous gas leak or unwanted accumulation of natural gas.

We salute our Gas/Meter department employees Colburn Warner, Troy Doonan, Eric Rose, Brian Lasher Todd Hively and Jordan Flaherty for their work and emphasis on safety. Thanks for all you do to make our natural gas safe and reliable!

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April 2023

Regular Office Hours:
7:30 AM - 4:00 PM M,T,W,F
8:00 AM - 4:00 PM Thurs

Office Closings:
April 27 | 7:30 - 8:30 AM

Budget Billing

Budget Billing is a method of leveling out your utility payments over 12 months. Your Budget Billing Payment is calculated based on an average of your previous utility usage. There is absolutely no way for anyone to know exactly how much electricity, gas and water you will actually use in the upcoming year, but Budget Billing can help you plan your personal budget by allowing you to pay an equal amount each month.

HMU will calculate your level-pay, or budget amount, based on the past 12 months history of your utility usage. You will pay this amount each month for the next 12 months, however, **you will always be responsible for payment of all utilities that you actually use.** Budget payments that exceed actual usage will result in a "credit" balance. Budget payments that are less than your actual usage will "dip into" any credit you may have built up. Each April, all budget customers' accounts will be reconciled and recalculated. The amounts in your account balance (whether ahead or behind) will be rolled into your new budget payment figures for the next 12 months.

For more information on how budget billing works or to get a sign up form please see our website at: <https://harlannet.com/forms-information/>.

Underground Gas Pipe Notice

If you have a gas line that runs underground, for example, to a heater or garage, that line is after the meter. 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 leakage or corrosion. These lines should be checked periodically by a licensed plumber or heating contractor and repairs made immediately.

National Lineman Appreciation Day

Established in 2013, April 18, is a day to honor those who put their lives on the line to keep the lights on. National Lineman Appreciation Day is a time to express our utmost appreciation to the great men and women that work so hard for us every day, providing safe and reliable energy.

Thank you to our linemen, Dean Gessert, Stephen Gessert, Frank Derby and our apprentices David Swank and Dalton Fredericks.

#Thankalineman



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May 24 | 7:30 - 8:30 AM
May 29 | Memorial Day
June 22 | 7:30 - 8:30 AM

May 2023

Water Plant Update and Current News

Raw Water Project Update - We would like to give everyone a quick update on the status of the raw water system's upgrade project. In early April, Harlan Municipal Utilities sent the project out for bids. We received 1 bid which came in \$1 million over estimated project cost. HMU is currently evaluating our options so that we can make an informed decision.

Current Water News - As of this writing, Shelby County is currently in a D1 classification (Moderate Drought). Harlan Municipal Utilities has laid out a proactive approach to prevent our water system from entering into water conservation measures again this year. In the later part of April 2023, we completed well rehabilitation on eight of our current wells. We are also planning well rehabilitation on additional wells after July of this year to continue to meet the needs of our stakeholders.

Retirement

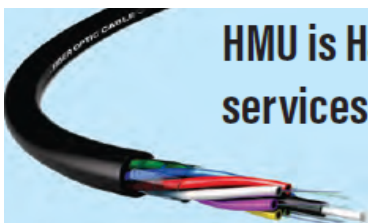
Congrats to Lela Brown. She was with HMU for 15 years has retired effective Friday, April 14. HMU thanks Lela for her dedication to HMU and its customers over the past 15 years. She will be missed. Lela plans on spending her extra free time with her family.

Telecommunications Appreciation Day

After four years of discussion, studies and surveys, a special election was held on May 16, 1995, with the question "Shall the City of Harlan, Iowa, establish a municipal broadband cable communication as a City Utility?" as well as whether or not the management and control of the utility be placed under the HMU Board of Trustees. The first measure passed with a 72% "Yes" vote and the second passed with 68% approval. Cable TV and Internet Services were rolled out in early fall of 1996 and telephone service followed in the summer of 2001.

May 16th is a day we thank our telecommunications technicians for the hours they put in and skills they learn so we can watch our favorite networks, surf our internet and stay in contact with friends and family near or far.

(over for Page 2)



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8:00 AM - 4:00 PM Thurs

Office Closings:
May 24 | 7:30 - 8:30 AM
May 29 | Memorial Day
June 22 | 7:30 - 8:30 AM

Reminders -

HMU Customers can always find our hours on our Facebook Page, in our newsletter, on our website and on our front door.

Any payments dropped off after normal business hours (after 4:00 pm) will be posted the next business day.

Lead Service Line Survey -

Harlan Municipal Utilities is asking our customers for their assistance in completing a short survey to classify what type of material your water service line is in your home or business. The EPA has mandated that all public water systems complete a Lead Service Line Inventory of those different materials used to supply water to its stakeholders. Your assistance with this is greatly appreciated and there will be 5 winners for \$100.00 credit each towards your utility bill for those that participate.

Please visit our Facebook page or website for more information on completing the survey.

May is National Electric Safety Month

This month is a good time to look around your home and eliminate potentially deadly electric hazards.

Check outlets. Older homes may still have two prong outlets. Adapters or 'cheater' plugs that convert three prong cords to two prong outlets are a temporary fix. Contact a licensed electrician to replace outlets with modern three prong receptacles and keep things safe. Cover unused outlets that are accessible to children.

Check power cords. Make sure all power cords are in good condition not frayed, cracked, cut or chewed by pets. Never remove the ground pin (the third prong).

Outdoor safety. When painting, cleaning gutters or doing work requiring a ladder, always look up for overhead power lines.

Water Quality Report

Ensuring a safe water supply is one of our oldest and most sacred duties.

The 2023 Water Quality Report is now available. The report is designed to be an easy to read and understand update to customers on our annual water testing. It lists certain contaminants, their levels of concentration in the water and whether or not those levels are in violation of standards. As in past years, no violations of recommended levels of contaminants were found.

The report will be published in the May 9th and May 12th editions of the Harlan newspaper. You can also find it on our Facebook page and our website at the following link: <https://harlannet.com/forms-information/>.

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Office Closings:
June 8 | 7:30 - 8:30 AM

June 2023

Time Flies

Happy one (1) year anniversary to Joe Rueschenberg. On June 6, 2022, Joe started at HMU with July 1, 2022, being his first official day as CEO. We congratulate and thank Joe for his first year of service to our community.

Payment Reminder

When submitting a payment, always enclose your payment stub to ensure your payment is properly credited to your account. Including your stub helps us know to which account we should post the payment to, especially if you have multiple accounts or services.

Auto Pay & Vacations

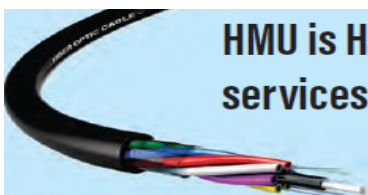
The last thing you want to worry about when on vacation or out of town is your utility or telecom bill. Setting up your account on Auto-Pay ensures your bill is paid on time every month. You will still receive a paper bill in the mail unless you opt-out and choose to receive your bill electronically. You will also receive reminders via email when your bill is ready and when the payment has been made. See <https://harlannet.com/harlan->

Water Conservation Tips

- Use your dishwasher and clothes washer for full loads only.
- Don't leave the water running for rinsing dishes or while washing fruits or vegetables.
- Put a layer of mulch around trees and plants. Mulch helps slow the evaporation of moisture.
- Consider purchasing a rain barrel. These are a great way to catch excess rainwater that you can then use to water plants and complete outdoor cleaning tasks.
- Water plants with the water from your dehumidifier or air conditioner.
- Turn off the water while brushing your teeth, shaving and washing your hands. Fill the bottom of the sink with a few inches of warm water in which to rinse your razor. This can save 8 gallons per day. Instead of leaving the faucet running during the 20 seconds you should be lathering your hands for public health, tap it off with the top of your wrist — and do that every time! Since you wash your hands multiple times a day, you will save even more water than when you brush your teeth.

Summer Energy Saving Tips

- 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.
- 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.



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Office Closings:
July 4 | All Day
July 26 | 7:30 - 8:30 AM

July 2023

CO Detectors

Carbon Monoxide (CO) is odorless, tasteless and colorless and therefore known as the 'silent killer'. It is toxic as it prevents your body from properly transporting oxygen to critical organs. Carbon Monoxide poisoning can happen quickly if CO is inhaled in high concentrations. Symptoms of exposure to CO include headaches, confusion, drowsiness, dizziness, burning of the eyes and loss of consciousness. Children, seniors and people that have pre-existing respiratory or heart conditions are often more sensitive to the effects of CO. Carbon monoxide is formed by the incomplete burning of fuels. Potential sources of CO in the home include natural gas or propane furnaces or hot water heaters, gas fireplaces, wood stoves or automobile exhaust fumes seeping in from a garage.

Carbon Monoxide detectors function similar to smoke alarms. If CO levels are present in your home, the detector will emit a sharp beeping sound to alert you to the danger. CO detectors require regular maintenance just like a smoke detector: make sure batteries are replaced on a regular basis, test and replace the CO detector as recommended. Follow all manufacturer instructions on where to hang the detector.

Dispute Resolution

The Iowa Utilities Board requires that all utilities in the state publish an annual notice advising customers of their right of appeal on certain complaints and where a qualified representative can be reached. The following is a required notice to HMU customers:

Customers of HMU who desire assistance in the resolution of a complaint may ask for the customer service representative at:

Harlan Municipal Utilities
2412 Southwest Ave
Harlan, IA 51537
712.755.5182

Monday-Friday from 7:30 am - 4:00 pm.

If your complaint is related to electric or natural gas service disconnection, safety or renewable energy, and HMU does not resolve your complaint you may request assistance from the Iowa Utilities Board by mail, telephone, fax or email as noted below:

Iowa Utilities Board
Customer Service
1375 E. Court Ave; RM 69
Des Moines, IA 50319-0069
Toll Free: 1.877.565.4450
Fax: 1.515.725.7399

Email: customer@iub.iowa.gov

Online: <https://iub.iowa.gov/how-to-file-complaint>

Energy Rebates

HMU offers rebates for replacing old central air conditioners with new high efficiency models. You may receive a rebate with the purchase of a 16 S.E.E.R. (Seasonal Energy Efficiency Rating) unit.

Rebates are also available for window air units. Only Energy Star units qualify. Please visit www.energystar.gov for a list of qualifying models. To receive a rebate old A/C must be recycled.

For more information regarding rebates or to print off a rebate form please see: <https://harlanet.com/forms-information/>.



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Office Closings:
Aug 23 | 7:30 - 8:30 AM
Sept 4 | Labor Day
Sept 27 | 7:30 - 8:30 AM

August 2023

Water Workers Week

August 20-26, 2023, has been declared Water and Wastewater Worker's of Iowa Week. Proclamation states: The State of Iowa's wealth of natural resources has been threatened by the degradation of surface and ground waters; and the water and wastewater workforce of Iowa have dedicated themselves to applying environmental passion and science to enhance drinking and recreational waters of Iowa; and their environmentalism continues to be a vital element in improving the quality of life and preserving and protecting public health in our state and promoting sustainability in our way of life. A BIG Thank You to our Water Department Team: Trevor Harrison, Kevin Bissen, Matt Berney, Corey Towne and Dylan Zornes.

Water Watch

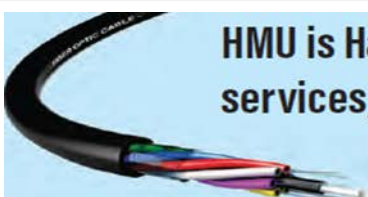
HMU has declared a water watch effective July 25, through September 1. Our customers have been doing an awesome job watching their water consumption. Unfortunately, due to the prolonged drought, our raw water capacity has been reduced to a level that triggers a water watch. Well maintenance is ongoing. However, our test wells are at the lowest recorded level since the early 2000's. Thank you for your cooperation! For more information please see: <https://harlannet.com/public-notices-employment.../>

8/11 = 811 Awareness Day

August 11th (8/11) is 811 Awareness Day. It's an effort to remind all of us to call 811 before we dig to prevent hitting electric lines, gas pipes, water mains, or fiber optics communications lines. The only way to know where the underground lines and pipes are is to perform a process called a 'locate'. Calling in a locate is a simple process. Just dial 811 from a landline (or 800-292-8989 from a cell phone) and request a survey of the proposed excavation area. HMU and other utilities in the area will provide a free locate. Be aware, HMU only locates lines and pipes on our side of the meter. You are responsible for locating any lines or pipes on your side of the meter.

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 utilities with more well expansion plans for future stability by continuing system upgrades and preparing for changing regulations. This will allow us to maintain upgrades and service changes over time. At the July 27th Board of Trustees meeting, the Board reviewed recommendations to add a water well fee in the amount of \$6.90 for the duration of the loans. If you have any questions, please contact Doanld Cote at 733-0021. For the full resolution please visit http://www.harlannet.com/Bid_Documents_Public_Notice.htm



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Office Closings:
Sept. 4 | Labor Day
Sept 27 | 7:30 - 8:30 AM
Oct. 5 | 7:30 - 9:00 AM

September 2023

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 755-5182

LIHEAP Enrollment begins November 1

Applications will be taken starting November 1, 2023 (October 1, 2023 for households with an elderly (60+)/disabled member) for the 2023-2024 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, 2024. 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 2022 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.

Water Watch

HMU has declared a water watch effective July 25, through **September 30**. Our customers have been doing an awesome job watching their water consumption. Unfortunately, due to the prolonged drought, our raw water capacity has been reduced to a level that triggers a water watch. Well maintenance is ongoing. However, our test wells are at the lowest recorded level since the early 2000's. Thank you for your cooperation!



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2023-2024 IOWA HOME ENERGY ASSISTANCE PROGRAM

ATTENTION: RESIDENTIAL CUSTOMERS NEED HELP WITH YOUR HEATING BILL?

The 2023-2024 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, **Dial 2-1-1**, or visit <https://humanrights.iowa.gov/dcaa/where-apply> to 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, 2023 to April 30, 2024
- **All other households:**
November 1, 2023 to April 30, 2024

WHAT TO TAKE:

- **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 bring 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 bring copies of your check stubs from the previous 30 days.

SELF-EMPLOYED/FARMERS:

Please bring 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</i>	<i>Annual</i>
<u>Size</u>	<u>Gross Income</u>
1	\$29,160
2	\$39,440
3	\$49,720
4	\$60,000
5	\$70,280
6	\$80,560
7	\$90,840
8	\$101,120

For households with more than eight members,
add \$10,280 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

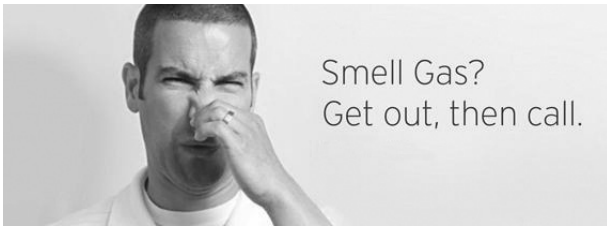


Play It Safe Around Natural Gas



Harlan's Premier Provider

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



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.



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-F

Office Closings:
Oct. 5 | 7:30 - 9:00 AM
Oct. 25 | 7:30 - 8:30 AM
Nov. 10 | Veterans Day

October 2023

Customer Service Week

October 2-6 is Customer Service Week. Customer Service Week is an international celebration of the valuable role customer service representatives play in serving you, our customers, on a daily basis. All of our employees strive to provide excellent customer service. This week we would like to recognize our front line customer service dream team: Veteran Patti Burroughs along with new faces of Genesis Garcia, Joey Correa, Christina Slater and Kathy Gaer.

Public Natural Gas and Power Week

October 1-7 is the week we celebrate Public Natural Gas and Public Power Week. Why do we celebrate and promote public power ownership of electric and natural gas utilities? Public Power and Gas utilities are community-owned, locally controlled and operated. They exist to provide a public service to the citizens, businesses and industries of the community. Service, is the utility's mission.

The emphasis for the public utilities is helping to achieve the long-term goals of the community. The primary mission of providing the least-cost and most reliable service over maximizing profit ensures that these goals are always in sight.

Project Share

Project Share assists needy households in paying energy bills. You may add a regular contribution to Project Share through your monthly utility payment or by making a one-time direct donation. Your contribution is voluntary, flexible and tax deductible.

People qualifying under the Project Share guidelines are carefully identified by an area social service agency.

Project Share Contribution - I'd like to help a neighbor in need with a contribution to Project Share.

Name: _____

Address: _____

Phone: _____

Account No.: _____

I will contribute \$_____ per month. I understand this amount will be added to my monthly utility bill.

I have enclosed a one-time contribution of \$_____.



HMU is Harlan's premier provider of modern and reliable fiber services, delivering faster Internet and higher quality cable TV.

Visit Harlannet.com or call 712.755.5182 for details and pricing on all our products and services for your home or business.

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Office Closings:
Nov. 10 | Veterans Day
Nov. 23 | Thanksgiving
Nov. 24 | & Day After

November 2023

Lead Service Line Survey

Harlan Municipal Utilities team members will be going door to door starting Nov. 1 and each Wednesday of the week to collect information for the EPA mandated survey. They will be arriving between the hours of 8:00 am – 8:00 pm. If you would like to complete your survey please see our website for more information at <https://harlannet.com/wp-content/uploads/LSL-Survey-Web.pdf>. Thank you to the 36 customers that have already completed the survey.

Join Us in Celebrating You, Our Customer



Death from Carbon Monoxide (CO) is Preventable

Carbon Monoxide detectors operate in one of three ways: with a biomimetic sensor, metal oxide semiconductor, or electrochemical sensor.

Biomimetic detectors use gels that change color after absorbing a certain amount of carbon monoxide - and then a sensor sounds an alarm. Metal oxide semiconductors have silica chips that detect CO and send electrical signals to trigger an alarm.

Electrochemical sensors are considered to be the best in the industry. They use electrodes in chemical solutions that sense changes in electrical currents when carbon monoxide is present, and they sound an alarm.

Placement of a CO detector is different than a smoke detector. Follow all manufacturer recommendations when installing a CO detector.



HMU is Harlan's premier provider of modern and reliable fiber services, delivering faster Internet and higher quality cable TV.

Visit Harlannet.com or call 712.755.5182 for details and pricing on all our products and services for your home or business.