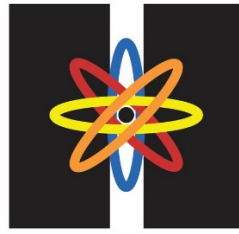


Harlan's Premier Provider
Electric, Gas, Water &
Telecommunications
2412 Southwest Ave | PO Box 71
Harlan, IA 51537

712-755-5182 | www.harlanet.com



January 2024

Regular Office Hours:
7:30 AM - 4:00 PM M-F
8:00 AM - 4:00 PM Th

Office Closings:
Jan. 24 | 7:30 - 8:30 AM

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://harlanet.com/wp-content/uploads/LSL-Survey-Web.pdf>. A **BIG THANK YOU** to those customers that have already completed the survey. It is greatly appreciated.

Start out the new year paperless by using our online bill payment system.

Billing & Payments
Made easier!

Go to our website at:
<https://harlanet.com/harlan-payment-options>

New Telecommunications Director

On December 22, 2023, Harlan Municipal Utilities (HMU) announced the hiring of Brian “Dotz” Dotzler as their new Director of Telecommunications. Dotzler comes to HMU with over 20 years of local experience in providing retail and wholesale telecommunications services.

HMU CEO Joe Rueschenberg stated: “Brian has significant training and experience in the ever-changing world of telecommunications. His day-to-day familiarity of what today’s customer wants from their provider will help us maintain, grow, and solidify our position in the market as Harlan’s premier provider of video, voice and data service. We believe Brian will be a great fit as part of the HMU management team and are eager to work with him.”

Dotzler will manage a team of four telecom Technicians, oversee department administrative responsibilities and assist the CEO with telecom strategic planning. The telecommunications department at HMU was established by public vote in 1995 and has provided Harlan residents with cable TV and Internet for over 28 years. Telephone service was added in 2001.

Dotzler’s first day at HMU was December 27, 2023.

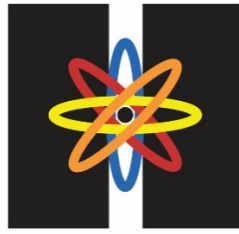
HMU is Harlan’s premier provider of modern and reliable fiber services, delivering faster Internet and higher quality cable TV.

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

**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-F
8:00 AM - 4:00 PM Th

Office Closings:
Feb. 21 | 7:30 - 8:30 AM
Mar. 27 | 7:30 - 8:30 AM

February 2024

Lead Service Line Survey

Harlan Municipal Utilities team members have been going door to door 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://harlanet.com/wp-content/uploads/LSL-Survey-Web.pdf>. A **BIG THANK YOU** to those customers that have already completed the survey. It is greatly appreciated. We are now over 850 responses.

Reminder: HMU's team member will be driving a white HMU vehicle.

Be on the lookout for Cross-Connections!

Cross-Connections and Cross-Contamination are a completely preventable situation that jeopardizes the health of your family and your community. Per City Ordinance 91.01, there shall be no cross-connections between an individual water supply system and other individual or public water supply system. Residential or commercial properties having a private water well system for human consumption will be disconnected from the city water system.

Cross-Connections are also addressed in the Uniform Plumbing Code of the State Iowa. Any time there is a chance; no matter how small, of a Cross-Connection between a potable (Community Drinking Water Supply) and a non-potable source (private wells, lawn irrigation systems or boiler units) there are required protections that have to be in place in form of backflow prevention devices or physical separation of the different sources. As a friendly reminder, backflow prevention devices must be tested on an annual basis and the records submitted to Harlan Municipal Utilities. For more detailed information please call Harlan Municipal Utilities at 712-733-0021 with any questions.

Start out the new year paperless by using our online bill payment system.



Years of Service

We would like to congratulate the following team members for their dedication and hard work over the years:

| | |
|-----------------|-----------|
| Patti Burroughs | 10 years |
| Troy Doonan | 15 Years |
| Kenny Holloway | 30 Years. |

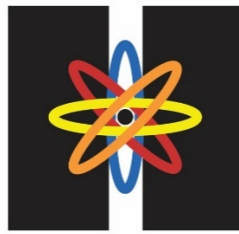
HMU is Harlan's premier provider of modern and reliable fiber services, delivering faster Internet and higher quality cable TV.

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

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

2412 Southwest Ave | PO Box 71
Harlan, IA 51537

712-755-5182 | www.harlannet.com



March 2024

Regular Office Hours:

7:30 AM - 4:00 PM M-F

8:00 AM - 4:00 PM Th

Office Closings:

Feb. 21 | 7:30 - 8:30 AM

Mar. 27 | 7:30 - 8:30 AM

Apr. 24 | 7:30 - 8:30 AM

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 Dave Wilwerding for their work and emphasis on safety. Thanks for all you do to make our natural gas safe and reliable!

Hydrant Flushing

HMU crews will be flushing water mains April 22 – April 25.

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.



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

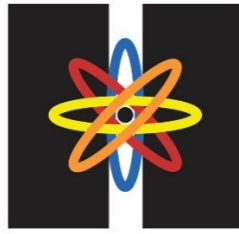
Visit Harlannet.com or call 712.755.5182 for details and pricing on all our products and services for your home or business.

(See other side)

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

2412 Southwest Ave | PO Box 71
Harlan, IA 51537

712-755-5182 | www.harlannet.com



March 2024

Regular Office Hours:

7:30 AM - 4:00 PM M-F

8:00 AM - 4:00 PM Th

Office Closings:

Feb. 21 | 7:30 - 8:30 AM

Mar. 27 | 7:30 - 8:30 AM

Apr. 24 | 7:30 - 8:30 AM

Iowa Rural Water's 2023 Community of the Year

The Iowa Rural Water Association is pleased to announce that Harlan Municipal Utilities of Harlan, Iowa has been named the 2023 Community of the Year. This award was presented to utility representatives Donald Cote, Trevor Harrison and Joseph Rueschenberg during the Iowa Rural Water Association's 49th Annual Conference held at the Veteran's Memorial Community Choice Credit Union Convention Center February 19-21, 2024, in Des Moines, Iowa.

This award is presented to an outstanding community who exceeds the expectations of their citizens with reliable, quality services. Harlan Municipal Utilities has been hard at work, to ensure that Harlan has water for the future. In 2012 they put their RO plant online and has been plagued with problems. In 2018 they rebuilt the RO skids to properly do CIP on the system and to properly perform the post RO run flush. Also, in 2018 they modified the pressure filters so they would do a forward flush before startup. In 2020 they rebuild the pressure filters to include a layer of sand that was missed in the initial installation. In 2023 they started a well field project which includes the drilling of three new alluvial wells. They will also drill one new Dakota aquifer well to provide resilience to their water system and remove their dependence on only having wells in one aquifer that is susceptible to drought. Replace all main lines and service lines to existing wells and design the system in such a way that they will be able to pig or clean the entire length of the pipe in the raw water distribution system. They will be installing a loop power system that provides backup generation to their 17 existing wells and four new wells in case of loss of power. They are replacing all new electrical infrastructure in the well fields and equip all wells with VFDS. They are also installing fiber and SCADA panels on all wells. The SCADA system and treatment plant will be run with all new computers.

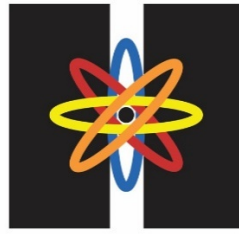
Through hard work by utility staff, and collaboration with consulting, legal, and funding agency partners, Harlan is positioned well to meet the utility needs of the City for decades to come. This is why we celebrate Harlan Municipal Utilities as Iowa Rural Water's 2023 Community of the Year.

Lead Service Line Survey Harlan Municipal Utilities team members have been going door to door 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>. A **BIG THANK YOU** to those customers that have already completed the survey. It is greatly appreciated. We are now over 1,000 responses. Reminder: HMU's team member will be driving a white HMU vehicle.

(See other side)

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

712-755-5182 | www.harlannet.com



April 2024

Regular Office Hours:
7:30 AM - 4:00 PM M-F
8:00 AM - 4:00 PM Th

Office Closings:
Apr 24 | 7:30 - 8:30 AM
May 22 | 7:30 - 8:30 AM
June 26 | 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.

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/>.

Harlannet.com Email Service

On, Tuesday, April 30th HMU will be moving to a new Email platform. Customers will not have to change any settings on their devices to continue to send and receive emails and passwords will stay the same. Emails will be automatically moved from our current Ipswitch email server to our new email server.

If you use our website to check your email, you will need to backup/export your contacts to your computer so you can import them to our new mail client after April 30th.

Watch our website and Facebook page for How To Videos to transfer your contacts seamlessly. If you have any questions you can call us at 712-755-5182.

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, Stephen Gessert, Frank Derby and our apprentices David Swank and Dalton Fredericks.

#Thankalineman



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.

Harlan's Premier Provider

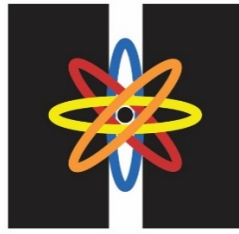
Electric, Gas, Water &

Telecommunications

2412 Southwest Ave | PO Box 71

Harlan, IA 51537

712-755-5182 | www.harlannet.com



May 2024

Regular Office Hours:

7:30 AM - 4:00 PM M-F

8:00 AM - 4:00 PM Th

Office Closings:

May 22 | 7:30 - 8:30 AM

May 27 | Memorial Day

June 26 | 7:30 - 8:30 AM

Be on the lookout for Cross-Connections!

Cross-Connections and Cross-Contamination are a completely preventable situation that jeopardizes the health of your family and your community. Per City Ordinance 91.01, there shall be no cross-connections between an individual water supply system and other individual or public water supply system. Residential or commercial properties having a private water well system for human consumption will be disconnected from the city water system.

Cross-Connections are also addressed in the Uniform Plumbing Code of the State Iowa. Any time there is a chance; no matter how small, of a Cross-Connection between a potable (Community Drinking Water Supply) and a non-potable source (private wells, lawn irrigation systems or boiler units) there are required protections that have to be in place in form of backflow prevention devices or physical separation of the different sources. As a friendly reminder, backflow prevention devices must be tested on an annual basis and the records submitted to Harlan Municipal Utilities. For more detailed information please call Harlan Municipal Utilities at 712-733-0021 with any questions.

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 and far. Thank you to Brian Dotzler, Kenny Holloway, Kevin Musich, Shannon Miller and Jamie Petsche!

Drinking Water Week May 5-11

We're celebrating 50 years of the Safe Drinking Water Act! This week, we celebrate the value of clean, safe water, and the importance of water infrastructure. We honor the engineers, scientists, operators, lab technicians and all water professionals dedicated to our water's safety. Their expertise and innovation ensure every drop we consume is clean and safe. Let's celebrate their commitment to our health and well-being. A big Thank You to Donald Cote, Trevor Harrison, Kevin Bissen, Corey Towne and Dylan Zornes.

#DrinkingWaterWeek



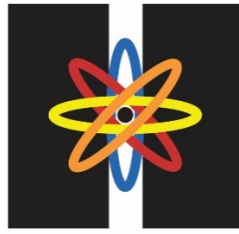
HMU is Harlan's premier provider of modern and reliable fiber services, delivering faster Internet and higher quality cable TV.

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

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

2412 Southwest Ave | PO Box 71
Harlan, IA 51537

712-755-5182 | www.harlannet.com



June 2024

Regular Office Hours:

7:30 AM - 4:00 PM M-F

8:00 AM - 4:00 PM Th

Office Closings:

June 26 | 7:30 - 8:30 AM

July 4 | Holiday

July 24 | 7:30 - 8:30 AM

Lead Service Line Survey

Harlan Municipal Utilities team members will be going door to door each Saturday the month of June to collect information for the EPA mandated survey. They will be arriving between the hours of 10:00 am – 4:00 pm. HMU's team member will be driving a white HMU vehicle and have the HMU logo on their apparel. We would like to **THANK** the following employees that will be assisting in the surveys on Saturdays throughout the month of June: Dylan Zornes, Patti Burroughs and Todd Hively.

There is still time 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>. A **BIG THANK YOU** to those customers that have already completed the survey. It is greatly appreciated.

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. Since you wash your hands multiple times a day, you will save even more water than when you brush your teeth.

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 modification will allow us to maintain upgrades and service changes over time. At the May 22 Board of Trustees meeting, the Board reviewed recommendations to modify the water rates. The new rates will be effective with billings effective July 1, 2024. 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.



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.

Harlan's Premier Provider

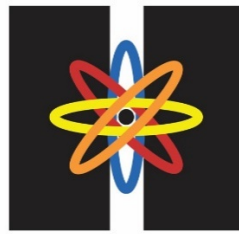
Electric, Gas, Water &

Telecommunications

2412 Southwest Ave | PO Box 71

Harlan, IA 51537

712-755-5182 | www.harlannet.com



July 2024

Regular Office Hours:

7:30 AM - 4:00 PM M-Th

7:30 AM - Noon Friday

Office Closings:

July 4 | Holiday

Sept 2 | Holiday

Lead Service Line Survey

Harlan Municipal Utilities team members will be going door to door each Saturday the month of July to collect information for the EPA mandated survey. They will be arriving between the hours of 10:00 am - 4:00 pm. HMU's team member will be driving a white HMU vehicle and have the HMU logo on their apparel.

Dispute Resolution

The Iowa Utilities Commission 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-Thursday from 7:30 am - 4:00 pm

Friday from 7:30 am - Noon.

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 Commission by mail, telephone, fax or email as noted below:

Iowa Utilities Commission

Customer Service

1375 E. Court Ave; RM 69

Des Moines, IA 50319-0069

Toll Free: 1.877.565.4450

Fax: 1.515.725.7398

Email: customer@iub.iowa.gov

Online: <https://live-iuc-iowa-gov.pantheonsite.io/customer-assistance/how-do-i-file-utility-complaint>

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.



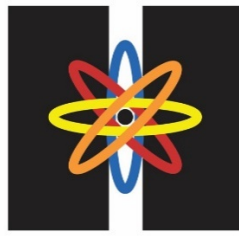
HMU is Harlan's premier provider of modern and reliable fiber services, delivering faster Internet and higher quality cable TV.

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

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

2412 Southwest Ave | PO Box 71
Harlan, IA 51537

712-755-5182 | www.harlannet.com



August 2024

Regular Office Hours:

7:30 AM - 4:00 PM M-Th

7:30 AM - Noon Friday

Office Closings:

Sept 2 | Holiday

Nov 11 | Holiday

Nov 28 & 29 | Holiday

Lead Service Line Survey

Harlan Municipal Utilities team members will continue going door to door each Saturday the month of August to collect information for the EPA mandated survey. They will be arriving between the hours of 10:00 am - 4:00 pm. HMU's team member will be driving a white HMU vehicle and have the HMU logo on their apparel.

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.

Calling 811 or visiting www.iowaonecall.com has proven to be the foremost preventive measure in excavation safety and damage prevention. Research has revealed that if someone calls 8-1-1 before they dig, they have a 99 percent chance of avoiding an incident, injury, harm to the environment and even death.

Shelby County has processed 4,629 locate tickets this year.

New to HMU Customers

We are excited to announce that we will be airing and producing all events and advertising on Channels 14 and 15 in HD.

All home and away football games will be able to be aired LIVE on Channel 15 in HD. You can also stream it LIVE on HMU's YouTube Channel @HarlanUtilities.

All home volleyball games will be aired LIVE on Channel 15 in HD and on the livestream. Select away games will also be aired live.

Encore events will still be able to be viewed on our YouTube channel in between LIVE broadcasts.

Other sporting and community events will also air LIVE subject to scheduling.

If you are interested in advertising on Channel 14 or 15 and LIVE events, please contact Jonathan at 712.733.8064 or hmumarketing@harlannet.com.



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.