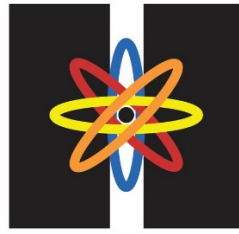


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2412 Southwest Ave | PO Box 71
Harlan, IA 51537

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.

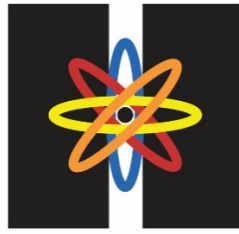
HMU is Harlan’s premier provider of modern and reliable fiber services, delivering faster Internet and higher quality cable TV.

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

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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://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 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:

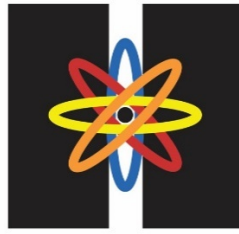
| | |
|-----------------|-----------|
| Patti Burroughs | 10 years |
| Troy Doonan | 15 Years |
| Kenny Holloway | 30 Years. |

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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.



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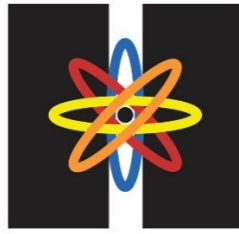
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(See other side)

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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)