

HEARTBEAT

QUARTERLY NEWSLETTER



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2011

The benefits of an all-electric home

Those with all-electric homes enjoy price stability and the benefits of a diverse power portfolio.

See page 2

Look at lumens on new light bulbs

Looking at lumens, not watts, is the key to getting the right amount of light from today's new CFL and LED bulbs that are replacing our old incandescent bulbs.

See page 3

Area teen takes trip to Washington

Samantha Isbell, a student from Prairie View High School, was Heartland REC's selection to attend the annual Government in Action Youth Tour this summer.

See page 4

Thermostat the key to saving money

Selecting the right thermostat and knowing how to set it can save you a lot of money this winter.

See page 7

KEEPING YOU INFORMED



DALE COOMES
HEARTLAND CEO

Power costs are going up

We are very concerned about the rising cost of electricity for our members. And this past year has been especially alarming since we have seen the energy cost adjustment (ECA) we charge for electricity increase nearly 8/10ths of a cent per kilowatt-hour. The increase in the ECA amounts to nearly \$8 per month on the average electric bill of our members. The cost of power for Heartland is the single item that determines the ECA. Every month we calculate the cost of energy on our power

bill from Kansas Electric Power Cooperative (KEPCo) and use that calculation to determine the ECA we charge our members. When the cost of energy goes up for Heartland, we increase the ECA a like amount. If the cost of energy goes down, we decrease the ECA a like amount. The ECA revenue collected by Heartland is paid directly to our power supplier, KEPCo, who in turn pays it directly to their power suppliers.

What is driving the increase in the ECA? The cost of generating

electricity is the reason. As the cost of generation increases, so does the ECA. There are several factors that are affecting the cost of electricity generation. Various fuel sources continue to increase in price, including coal, nuclear fuel, oil and natural gas, and the cost of electricity rises accordingly. And although renewable energy sources such as wind and solar are good to help reduce our reliance on fossil fuels, their

See INFORMED, page 2

Material change should foil area copper thieves

A recent change at Heartland REC is designed to thwart criminals who steal electrical wiring for resale as scrap.

Grounding wire that used to be solid copper is being replaced with copper-clad-steel, which has no resale value.

The change comes as two copper theft incidents highlight the need for action against scrap metal thieves.

In the first incident, two Southeast Kansas radio stations, KRPS and KKOW went off the air as a single thief ripped out wire at the station's tower site in the early morning hours of Wednesday, September 7.

The incident began close to 12:30 a.m., when Heartland Rural Electric Cooperative was alerted to an outage at a

KRPS radio tower within a mile of Scammon. Heartland staff quickly realized that the tower had been vandalized by a copper thief.

Several hours later, Cherokee County Sheriff's deputies responded to a possible theft in progress at a residence north of Columbus on Kansas Highway 7. According to a police report, the homeowner saw the suspect and held him at gunpoint until law enforcement officers arrived. Officers then arrested Jeff Blake, 39, rural Scammon, and discovered the copper wiring stolen from the radio tower in Blake's vehicle.

Blake was taken into custody in the Cherokee



Linemen from Heartland Rural Electric Cooperative work to restore power at the KRPS tower site after a thief ripped out wire in an attempt to obtain copper for sale as scrap. Heartland is changing the wire used for grounding to foil area copper thieves.

See COPPER, page 3

INFORMED: From page 1

already high cost does not help the rising prices. But most worrisome for our industry is the increasing level of regulations levied on us by the government and EPA. These regulations are forcing the investment of millions upon millions of dollars for compliance with the regulations and even forcing some power plants to shutdown forever. The investments made to comply with all these regulations and to replace abandoned power plants will be paid by all electricity users and will result in power costs ever rising. It is responsible and good to be stewards of the environment. No one wants our air quality to become unhealthy or our environment to become unstable. We also want electricity to remain affordable. There must be a balance maintained between regulations and affordability. Electricity is a huge contributor to a good quality of life and rising electricity prices will erode that good quality of life, most especially for those on low and fixed incomes. Many of our members fall in those categories. Heartland, along with the other electric cooperatives in our state and across the nation, is actively

involved in watchdogging the actions of the government and EPA to ensure their actions are responsible and consider the effects on our members along with the environment.

The last significant rate increase at Heartland was in 2002. Rates were increased to provide additional revenue to support the operations of the cooperative. Since then, there have been minor adjustments to rates, including an increase in the service availability charge from \$15 per month to \$30 per month, but that increase had a corresponding decrease in electric rates that resulted in a revenue neutral adjustment for the cooperative. The Energy Cost Adjustment was implemented in 2004 and it has resulted in higher bills for our members. Compared to last year at this time the ECA has more than doubled to 1.4 cents per kilowatt-hour. Although the increase in ECA results in a higher bill for our members, it does not result in higher margins for the cooperative. The additional revenue is passed on totally to our power supplier.

The board of directors and the management of the

cooperative are genuinely concerned and actively involved in management of power cost. We conducted a pilot program this summer to test our members success in controlling their peak demands during the hottest days of the summer. We will have the results of the pilot program in October and will make a determination at that time to offer the program to all members next year or not. We also operate generators during peak days to reduce the peak demand of the cooperative with the result of a reduction in our power bill from KEPCo.

Ron Graber, our member services and communications specialist is an energy expert who can help our members identify ways to use electricity more efficiently. Watch the Heartbeat for his articles on efficiency and conservation, such as this issue's story on CFL and LED light bulbs.

We will remain actively engaged in watching out for the welfare of our members offering options to control the cost of electricity while making sure we operate the cooperative in a responsible and efficient manner.

COPPER : From page 1

County Jail on \$11,000 bond for felony theft and felony criminal damage to property, as well as a no-bond hold from the Kansas Department of Corrections.

Another attempted theft took place at the cooperative's Parker substation, located in Linn County, northwest of Mound City. There, copper thieves broke into the fenced substation and did approximately \$40,000 worth of damage to the equipment there. Careless cutting of the wires by the thieves led to high voltage surging through substation equipment which then caught fire, scaring off the thieves before they had a chance to load up the wire.

In addition to the high costs of repairing

damage and replacing stolen material, these thefts can hurt the Cooperative's system reliability. The biggest danger to thieves, of course, is that a lot of people are killed every year when they are electrocuted. Just last month, copper thieves were electrocuted in Pennsylvania, Louisiana, Ohio, Kentucky and Texas during attempted thefts of copper wire.

The best way to fight this crime is for the public to remain alert and to notify authorities if they observe suspicious activity. If there's a truck next to a substation, and it doesn't have the Heartland REC logo on it, especially if it's in the middle of the night, members of the public are encouraged to be suspicious and call Heartland REC at 1-800-835-9586, or the local police.

There are many advantages to an all-electric home

Residents of all-electric homes have several advantages.

One is the security of knowing that Heartland REC is committed to doing everything within our power to keep costs stable and affordable.

A valuable tool in cost control is our diverse power portfolio. Coal plants and hydroelectric generation are the most inexpensive power generation resources for us. Heartland members also receive power from Wolf Creek Nuclear Generating Station, from natural gas generators, and a small portion from Kansas wind farms.

This varied power portfolio is critical as policies and regulations change to impact some sources of generation. As climate change legislation and EPA policies change, the cost to generate power can rise unexpectedly. A broad power portfolio, especially one that includes renewable resources, can help keep prices stable.

Heartland also actively stays in touch with our lawmakers, and fights legislation that threatens to make electricity, especially coal generation, more expensive for our members.

At Heartland Rural Electric Cooperative we deliver affordable power to you every day. It's why electric cooperatives were created, and it's a commitment we plan to keep.

Innovations in line building pioneered by co-op engineers

and the competitive pressure co-ops placed on investor-owned utilities to serve rural areas slashed the cost of providing electric service in the countryside by 50 percent or more. In the decades since, co-ops have established a proven track record of offering stable and affordable electric rates. Data from the U.S. Energy Information Administration (EIA), in fact, shows that since 2000 co-op electric rates have consistently run lower than the industry average. This is further proof that we're committed to keeping electricity bills within your means.

But the struggle for affordable power that farmers and their neighbors fought three-quarters of a century ago has flared up again. When adjusted for inflation, EIA predicts the price of electricity for residential consumers will climb 14.6 percent by 2030—but federal energy and climate change policy will likely impact energy prices further. Electric cooperatives are needed once again to make sure affordable power will be available in 2030 and beyond. Our job, on your behalf, is to work closely with Congress to find the best solutions for addressing climate change while keeping the price of electricity within your means.

Heartland REC remains committed to providing you with safe, reliable, and affordable power.

New bulbs easily lower lighting costs

One of the quickest and easiest ways to make a home or business more efficient is to replace old incandescent lights with new fluorescent bulbs.

Replacing just four 75-W incandescent lightbulbs with four 23-W compact fluorescent equivalents will save almost \$200 over life of the bulbs.

But since we're used to thinking of bulbs in terms of "60 watts" or "100 watts" it can be confusing figuring out which CFL bulb should replace our old bulb.

The key is to quit looking for watts and start looking for lumens.

We typically buy things based on how much of it we get. When buying milk, we buy it by volume (gallons).

So why should lighting be any different? But for decades, we have been buying lightbulbs based on how much energy they consume (watts), not how much light they give us (lumens). With the arrival of new, more efficient lightbulbs, it's time for that to change.

What is a Lumen?

Lumens measure how much light you are getting from a bulb. More lumens means a brighter light; fewer lumens a dimmer light.

Lumens are to light what pounds are to bananas or gallons are to milk—they let you buy the amount of light you want. So when buying new bulbs, think lumens, not watts.

The brightness, or lumen levels, of lights in your home may vary widely, so here's a rule of thumb:

To replace a 100-W traditional incandescent bulb, look for a bulb that gives you about 1,600 lumens. If you want something dimmer, go for less lumens; if you prefer brighter light, look for more lumens.

Replace a 75-W bulb with an energy-saving bulb that gives you about 1,100 lumens

Replace a 60-W bulb with an energy-saving bulb that gives you about 800 lumens

Replace a 40-W bulb with an energy-saving bulb that gives you about 450 lumens.

To help consumers better understand the switch from watts to lumens, the Federal Trade Commission will require a new product label for lightbulbs starting in January 2012. The labels will help consumers buy bulbs that are right for them.

Like the helpful nutrition label on food products, the Lighting Facts Label will help consumers understand what they are really purchasing. The label clearly provides the lumens—or brightness—of the bulb, estimated operating cost for the year, and the color of the light (from warm/yellowish, to white to cool/blue).

LED technology breaks free of the hollow bulbs that all other lights use. When an electric current runs through the solid, semi-conductive materials in an LED, heat and light are the result. Although most LEDs are no bigger than a button, the number of uses for them is growing every year.

The power light on today's TVs, computers and other similar appliances now use LEDs. Even car brake lights, traffic signals and railroad crossings are using grids of these small lights.

But why the change from traditional, hollow bulbs? A big draw is the technology's staying power. A 75-watt incandescent light bulb will burn out after about 40 days of continuous use, and a compact fluorescent light bulb (CFL) after a year. An LED, however, can run constantly for four full years. And LEDs are currently as energy efficient as CFLs, meaning they use roughly 66 percent less electricity than an incandescent bulb in producing the same light.

The main factor keeping the technology off shelves and out of your lamps at home is cost. Although colored LEDs (think traffic signals) are cost competitive, versions producing white light are pricey. A 75-watt incandescent light bulb costs less than \$1. A comparable CFL can be purchased for \$2.50. But an



Compact fluorescent light bulbs and the newest LED bulbs are more efficient than old incandescent bulbs, but shoppers need to look at the lumens produced to make sure the light output is correct.

equivalent LED bulb costs upwards of \$50.

Still, LEDs are a promising alternative to the inefficient incandescent bulb. CFLs are the best bet for consumers these days, but keep an eye out for LEDs as research continues. Once the technology is tweaked, they could stand to save you quite a bit in lighting costs – an important part of keeping that electric bill low.

Today's electric meters are a valuable tool for power providers and users

Terms like "smart meter" and "smart grid" are heard a lot these days as utilities and lawmakers talk about modernizing America's electric utilities.

But Heartland REC members have been able to enjoy the benefits of advanced meters since Heartland first started installing them more than 10 years ago.

For most members, the most obvious change that came with the new meters was that members no longer had to read their own meters. Usage data needed for billing was sent from the meters to computers in Heartland's Girard office through the electric lines.

Heartland is continuing to maximize the possibilities of

the advanced meters currently in place.

Communicating directly with the meters helps the cooperative monitor the utility's power infrastructure and locate outages. The stored databank of each meter's hourly usage is also a helpful tool when trying to analyze an unusual electric bill, or identify areas of poten-

tial savings.

Today's smartmeters are also important to modern electric rates, which take a close look at usage during peak times during the day.

Recently, some people have raised concerns about smartmeters, claiming that gathering such data is an invasion of privacy. Such claims are incor-

rect. Monitoring consumption of Heartland REC's power at each member's location is a critical part of controlling costs and maintaining Heartland's power quality.

And vague claims about radio transmitters in some smartmeters (Heartland REC's current meters have no radio

Trip to nation's capital inspiring for one HREC student

Lifelong friends and memories of inspiring locations are among the things Prairie View High School's Samantha Isbell gained during this year's Rural Electric Cooperative Government in Action Youth Tour.

"It was an awesome experience," says Isbell of her week in Washing DC with 30 youth from other Kansas rural electric cooperatives, and hundreds of youth from across the country.

Isbell, daughter of HREC members Mark and Lesa Isbell, was selected to represent Heartland Rural Electric Cooperative on the annual

trip, which fosters leadership, civic awareness, and educates youth about the history of electric cooperatives.

Among the highlights for Isbell were the many items on display at the Smithsonian Museum, the changing of the guard at the Tomb of the Unknown Soldier, and a visit to the Holocaust Museum.

"We spent two hours at the Holocaust Museum," said Isbell. "It wasn't enough."

"It was really intense," said Isbell. "It was four stories tall and everything was just amazing. I remember one room I went into was really quiet, just filled with booklets that told the stories of individual survivors. I spent about 20 minutes there, just reading and crying."

Isbell said another highlight for her

was the aquarium in Baltimore, where she got to see a sea turtle.

"It only had three fins, but it was still swimming around," said Isbell, who also enjoyed seeing a show at the Kennedy Performing Arts Center and looking at dresses of the First Ladies at the Smithsonian Museum.

In addition to locations like Ford's Theatre, the Iwa Jima Memorial, and a variety of museums, Isbell and the Kansas youth also took the time to meet with several area lawmakers, including Kansas Senator Jerry Moran and US Representative of the Second

Congressional District, Lynn Jenkins, who talked with the students about current events and issues on the agenda in Washington.

"Senator Moran talked with all of us, and I had breakfast with Representative Jenkins," said Isbell. "They were also on the plane with us during the trip back home."

The group also saw Vice President Joe Biden's motorcade arrive at the U.S. Capitol.

One location that made a lasting impact was the 9-11 memorial at the Pentagon.

"That was pretty intense," said Isbell.



Youth from Kansas electric cooperatives traveled with youth from a Hawaii electric cooperative during their week in Washington, D.C. ABOVE: The students are pictured above in front of the Supreme Court building. ABOVE LEFT: Kansas students visit the historic governor's desk in Topeka.

See WASHINGTON, page 5



Youth from Southeast Kansas meet with Second District Representative Lynn Jenkins during their trip to Washington D.C. Heartland's Samantha Isbell is at the far left in this photo.

WASHINGTON: From page 4

"I was in the second grade when 9-11 happened, so I really don't remember many details about what happened, but I did watch this year's 9-11 anniversary coverage. Being at the Pentagon memorial made it more interesting."

Overall, Isbell says the trip has had a lasting impression.

"It made me a lot more interested in the speeches our politicians give," she said. "When President Obama is on television I'm not changing the channel real fast like I used to. I actually watch it."

Isbell plans to make a scrapbook of her trip to Washington D.C. and will be making a presentation to her school's third grade class, which is taught by her mom.



A mockup of the Wolf Creek Nuclear Generating Station's control room, used for training, was one of the places visited by the Government In Action Youth Tour students this summer.

She is also keeping in close touch with her fellow travelers through the internet, and says

they hope to all get together next summer for a reunion.

METERS: From page 3

transmitter) causing health problems also have no basis in fact.

The truth is, new technology in today's electric meters empower consumers to take control of their energy use, and cut costs in ways we couldn't imagine 20 years ago.

Just imagine... You've just left your house for a road trip when you have a moment of doubt: are the lights off? To ease the panic, you turn the car around, head back home, and check each room just to make sure. Sure enough, the lights were off.

In the not-so-distant future, you may be able to do the same thing simply by calling your house from your cell phone! That's one of the promises of the so-called "smart home."

As envisioned, a smart home would use a wireless network to connect appliances, lighting, heating and cooling, entertainment systems, and more to a central computer, allowing them to be controlled both within the house and remotely. This setup, while not new in concept, combines home automation with energy management.

The first wave of smart home technology currently on the market focuses on ways to help consumers cut their electric bills. This includes the ability to monitor kilowatt-hour consumption through a "smart meter" that relays real-time energy use and costs to utilities and consumers alike.

During a recent demonstration in Washington, D.C., by the U.S. Department of Energy Pacific Northwest National

Laboratory, clothes dryers were equipped with LED (light-emitting diode) screens that "talked" to an electric meter and let people know the most affordable times to use the appliance. Other smart appliances shown employed a simple red light/green light approach to signal when they were less expensive to operate.

Consumers and power companies can save a lot of money by using appliances late in the evening or earlier in the day during 'off-peak' times, compared to afternoons and early evenings, considered 'peak' energy use times, when most households run dishwashers, clothes washers and other appliances.

Several brands of in-home displays connected to electric meters for tracking energy use and pricing information are currently available. These devices will likely become popular as consumers try to save money by understanding how many kilowatt-hours it takes to run the dishwasher or other appliances, and the best time of the day to do so.

Automation technology advances include X10, a language developed by IBM that allows lights, doorbells, and more to talk to each other. Small boxes plugged in a home's electric sockets, controlled through a website or some other portal, use existing wiring to notify selected devices when to turn on or off.

"A lot of different components need to go into a smart home, but most are just in the demonstration or theoretical phase at this point," explains Bob Gibson, principal program manager with the Cooperative Research Network, an arm of Arlington, Va.-based National Rural Electric Cooperative Association (NRECA).

The Cooperative Difference: You get the credit

Electric cooperatives aren't like other utilities—you, as a consumer and a member own a portion of the business. And one benefit of that membership involves the allocation of excess revenue, called margins, in the form of capital credits.

Electric co-ops operate at cost—collecting enough revenue to run and expand the business but with no need to raise rates to generate profits for distant shareholders. When Heartland Rural Electric Cooperative has money left over, it's allocated back to you and other members as capital credits. When the co-op's financial position permits, the co-op retires, or pays, the capital credits to members in cash or as a bill credit.

Heartland REC has retired more than \$11 million in capital credits to members

Nationally, in 2010, electric cooperatives retired \$626 million in capital credits to current and former members. Since 1988, co-ops have retired \$9.5 billion, based on data from the federal Rural Utilities Service and the National Rural Utilities Cooperative Finance Corporation (CFC), the premier private market lender to electric cooperatives.

"Allocating and retiring excess revenue to members helps distinguish cooperatives," points out [co-op spokesperson or CEO/general manager]. "We're proud to support our

communities by putting money back into the local economy—and into the pockets of those we serve. It makes our business model special."

The retirement of capital credits—so-called because members provide capital to the cooperative for it to operate and expand—depends on the co-op's financial status. Heartland REC holds onto allocated capital credits to cover emergencies, such as a natural disaster, and other unexpected events, and to expand its electric system, all of which may require large-scale construction of poles and wires. This action decreases the need to raise rates or borrow money to pay for the infrastructure.

Consumer-members are annually allocated capital credits based on the amount of electricity they consumed during a year.

"Margins earned from electric revenues are the only real source of equity for not-for-profit electric cooperatives," says Rich Larochelle, CFC senior vice president, corporate relations. "Investors in CFC look to the underlying financial strength of our member electric co-ops—and strong and consistent equity levels are one key aspect of financial strength. So it's essential for a co-op to maintain the right balance between retiring capital credits to members and retaining sufficient equity on its balance sheet."

CPR



Linemen from Heartland Rural Electric Cooperative undergo annual CPR and first aid training at a recent safety meeting.

Be safe during fall home projects

D-I-Y'ers are heading to the home improvement store and stocking up to get projects done that got put on the back burner during the heat of summer. Before you tackle projects around the house, brush up on your electrical safety so it gets done . . . and you stay alive!

Make sure outdoor outlets are equipped with a ground fault circuit interrupter (GFCI). Use a portable GFCI if your outdoor outlets don't have them. It's also a good idea to have GFCIs professionally installed in wet areas of the home, such as the kitchen, bath and laundry.

Safety tips to keep in mind include:

- Look up and around you. Always be aware of the location of power lines,

particularly when using long metal tools like ladders, pool skimmers and pruning poles, or when installing rooftop antennas and satellite dishes or doing roof repair work.

- Be especially careful when working near power lines attached to your house. Keep equipment and yourself at least 10 feet from lines. Never trim trees near power lines—leave that to the professionals. Never use water or blower extensions to clean gutters near electric lines. Contact a professional maintenance contractor.

- If your projects include digging, like building a deck or planting a tree, call your local underground utility locator before you begin. Never assume the location or depth of underground utility lines. This service is free, prevents

the inconvenience of having utilities interrupted, and can help you avoid serious injury.

- Electricity + water = danger. If it's raining or the ground is wet, don't use electric power or yard tools. Never use electrical appliances or touch circuit breakers or fuses when you're wet or standing in water. Keep electric equipment at least 10 feet from wet areas.

- Make certain home electrical systems and wiring are adequate to support increased electric demands of new electric appliances, home additions or remodeling projects. Also, energy use is greatest in the hot summer months when air conditioning use peaks. An older home may be inadequately wired for today's electrical consumption, putting your family at risk.

Use your thermostat wisely to save

Dear Jim: I hear how important it is to lower my thermostat setting during winter. It seems it would just take more energy to reheat the house each morning. What is the best thermostat setting for the most savings? - Don G.

Dear Don: Selecting the proper temperatures throughout the day and night can be a bit confusing. You want to balance comfort with energy (and dollar) savings. It is surprising how comfortable you can be at a lower indoor temperature once you become accustomed to it. Thereafter, you find yourself uncomfortable at a higher indoor temperatures which used to seem normal.

It actually does save energy overall if you lower the temperature setting on your central furnace or heat pump thermostat. The actual amount of dollar savings depend primarily upon how low you set the thermostat, how long you have it set back and, to a lesser degree, your climate.

There also other advantages to lowering the thermostat setting during winter. If your house temperature is lower, it requires less moisture indoors to keep the indoor air at a given relative humidity level. The fact that your furnace or heat pump runs less at a lower indoor temperature means the equipment will last longer needing fewer repairs.

If you look at setback savings charts, don't be confused by the fact that the percentage savings are actually higher in milder climates than in colder climates. This is because the total amount of energy used to keep a house comfortably warm in a cold climate is much greater than in a warm climate. This makes the base number larger in cold climates so the percentage savings are less even though the dollar savings are greater.

It is a common myth that it takes as much energy to reheat a house, in the morning for example, as was saved during the temperature setback period overnight. The amount of heat a house loses through its walls, ceilings and floors is directly proportional to the difference between the indoor and the



Many types and designs of electronic setback thermostats are available. The model above is for a heat pump.

outdoor temperatures. Air leakage into and out of your house also increases with larger temperature differences.

When the indoor temperature is set lower, the indoor-to-outdoor temperature difference is smaller so less heat is lost from your house. During the summer, the same is true in reverse. If less heat is lost from your house, your furnace has to use less gas, oil or electricity to create the heat to replace it. The amount of heat used to reheat the house, therefore, is less than the amount saved over the temperature setback period.

The only time a temperature setback may not be wise is if you have a heat pump with backup electric resistance heat and an old thermostat. When it is time to reheat the house and you set the thermostat higher again, the expensive backup electric resistance heater may come on. For a long eight-hour setback, you will likely still save overall, but not for just a short couple-hour setback.

If you have a heat pump, install a special setback thermostat, designed for heat pumps. These heat pump thermostats have electronic circuitry to keep the backup resistance heating elements off after the setback period. My own heat pump thermostat works this way and it also allows me to block out the resistance heating when the outdoor

temperature is above a certain temperature. I have my set at 20 degrees.

There is not a "best" thermostat setting for all homes and climates. The lower you set it, the greater the overall savings will be. The amount of savings per degree for each night-time eight-hour setback period ranges from one to three percent. Since many people are also gone working during the daytime, the temperature can be set lower for about 16 hours per day. Unless there are some health problems in your family, 62 degrees is comfortable if you are wearing long sleeves or a sweater.

In moderate climates, let your comfort dictate how low you initially set the furnace or heat pump thermostat. As you get used to the lower temperatures and wear a sweater, you will be able to gradually lower

it more. In colder climates, excessive window condensation often limits how low the indoor temperature can be set. In order to set the temperature lower, you will have to reduce the indoor humidity level.

Use smaller room heating appliances with built-in thermostats to keep just a room or two warmer if you like. Reiker (www.buyreiker.com) makes ceiling fans with a built-in heater and remote digital thermostat. Soleus (www.soleusair.com) makes a very efficient portable heat pump with a thermostat and remote control. Many inexpensive electric space heaters also have thermostats for zone heating.

Send inquiries to James Dulley, Heartland REC, 6906 Royalgreen Dr., Cincinnati, OH 45244 or visit www.dulley.com.



This Soleus portable heat pump can be attached to any window to provide efficient heating for that room.

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You should be a Heartland Propane customer

Are you sure you're getting what you deserve from your propane provider? Here at Heartland Propane, we strive to make each individual customer comfortable with the service they're getting. Here are some of the things we believe make us the first choice for so many homes. We want the chance to prove to you that we provide the best propane service in the area.

- Our \$100 service promise proves to you that we mean business. If you run out of gas on our routed delivery service, we credit your account \$100!

- Our educated delivery personnel provide the safest possible service to you and your family day after day, year after year.

- With 24-hour service, there is always a live person to talk to in case of an emergency. We take pride in our superb safety values and hope you value them, too.

- We have over 136,000 gallons of storage capacity to ensure your needs will be met, and our routing technology helps us be as efficient as possible.

- Heartland Propane is a local

company, involved in the community, providing training to local firefighters at no cost, attending county fairs, and keeping employees at our local businesses trained in propane safety.



- Our office staff has the experience and knowledge to help you set up the perfect propane service plan for your individual needs.

- We offer a variety of payment options to suit your personal budget, along with easy price protection, too!

- Have you heard about our Guaranteed Comfort price protection plan? Guaranteed Comfort puts a cap on the price of your propane each year while allowing you to take advantage of lower pricing if market prices drop! One of the best things about Guaranteed Comfort is that we can also set you up on a level payment plan to get the best of both worlds.

- It only takes one phone call to get your propane account set up with Heartland.

- We also reward our customers for spreading the good word about our superior service – \$50 per

Heartland Propane

- Variety of Service Plans
- Flexible Payment Options
- 24-Hour Service

Above ground and below ground tank installations

800.211.9101
heartlandpropane.com

The map shows service areas including Paola, Louisburg, Osawatimie, LaCygne, Pleasanton, Bronson, Ft. Scott, Hepler, Erie, Girard, Pittsburg, Columbus, Baxter Springs, Harrisonville, Butler, Nevada, Liberal, Joplin, and Neosho.

customer you refer to us – no limit!

If you're already our propane customer, THANK YOU! And if you're not, we'd be honored if you

trusted us to be your provider. Just give us a quick call to get set up. Beth or Barbara will be happy to answer any questions you may have. 800-211-9101