

# HEARTBEAT

## QUARTERLY NEWSLETTER



Issue #64

Summer 2017

### Today's technology improves reliability

Many of those brief blinks in power are actually caused by high-tech modern equipment preventing a long outage on Heartland's system.

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### Stay safe and cool during an outage

Summer brings thunderstorms and that can mean power outages. Learn how to stay cool and stay safe.

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### Roundup of HREC's annual meeting

Issues, election results and ice cream were on the agenda at this year's annual meeting.

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### Does your roof keep you cool?

Traditional black asphalt shingles are not the best choice for homeowners who strive to stay cool in the summer. Learn about the energy-efficient alternatives.

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## Tower Power



Heartland recently replaced its generator at the KRPS radio tower, located southwest of Pittsburg. The new generator will provide quality, reliable power for KRPS and KKOW.

## When it's hot it costs a lot!

That's a hard fact about the cost of electricity during the hot periods of the summer. We know well that when the temperature goes up so does the demand for

electricity. During those periods of peak demand, Heartland pays a high price for its electricity. And to compound the issue, every month until the next summer we continue to pay for that high demand of electricity. The impact the summer peak demands have on Heartland's wholesale power bill is significant. That helps explain why we use peak-shaving generators to reduce the demand we place on the electric system. By reducing our peak demand on the hottest days of summer we save on our power bill all year long. This helps us hold the line on electric rates for our members. Since we first engaged in peak-shaving around 10 years ago we have saved more than \$2 million on our power bill.

Because of our success with reducing our peak demand we established the Peak Savers

### KEEPING YOU INFORMED



**DALE COOMES**  
HEARTLAND CEO

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## INFORMED: From page 1

Program a few years ago. This program allows our members to help us reduce our demand for electricity. Our members sign up for the program and learn how they can reduce their usage and their peak on the hottest days of the summer. We notify them by text or email the day before we expect a peak demand period and they take action to reduce their peak demand. Their efforts reduce the peak demand Heartland experiences on its system, saving money for the cooperative, part of which is shared with the member.

This summer we are going one step further in our efforts to reduce our peak demand. We are offering a peak demand pilot program for our members. The program is similar to Peak Savers but the savings with our pilot program are greater for our members who are successful at reducing their usage during

the peak periods. We continue to notify participants by text or email the day before we anticipate a peak period. When notified, our members reduce their usage between the hours of 3 p.m. and 6 p.m. After their efforts, we measure their contribution to the peak demand and reward them with a reduced energy bill if a reduction has occurred. The pilot program may not be good for everyone. If you cannot reduce your usage during the peak period the program may not reward you.

We are also testing control devices to help our members reduce their usage during the peak period. Switches are being tested that can turn water heaters and air conditioners off during the peak period. Smart thermostats that reduce air conditioning usage during the peak period are also being tested. Heartland will control the devices for our members to help them reduce their usage. We are eager to test the new programs and see how well our members can reduce their peak demand during the hot periods of summer.

## Technology improves reliability

“The only things certain in life are death and taxes,” as the old saying goes. Well, we can add another to the list: power outages. An outage can range from annoying to dangerous, depending upon its timing and length.

Heartland’s primary goal is to deliver the highest possible quality of electric service at the lowest possible price. Perhaps the key measure of quality in the eyes of members is the number of times their lights blink or go out.

Let’s talk a bit about how the grid is designed as a backdrop to how technology is improving reliability by reducing blinks and outages. Along the power lines that bring electricity to your home, Heartland installs protective devices in the form of fuses and reclosers (high-voltage circuit breakers). Fuses and reclosers serve the same purpose as the fuses and circuit breakers in your home.

A fuse is a one-shot device. When a fault occurs, the fuse blows and everyone downstream from it loses power. Reclosers are multi-shot devices, meaning they can operate a certain number of times before they stay open and an outage occurs. A common setting is what’s known as a triple-shot. Here’s how that works. A tree limb contacts the power

lines and creates a fault. The recloser senses it and opens, creating the first blink.

Here’s where a recloser differs from your home circuit breaker. It waits a certain amount of time (typically a few seconds), then recloses to try and complete the circuit. If the fault is still there, it opens again. This creates the second blink. Triple-shot settings allow the device to reclose a third time and if the fault is still there, it stays open and the members downstream experience a power outage.

Blinks are a nuisance, but they eliminate a lot of extended outages by protecting wires and equipment from serious damage.

So, what kind of technology is improving service reliability? The Smart Grid is spawning an amazing array of equipment and software that are already improving reliability. When combined with field construction practices, like building multiple ways to feed power loads and the deployment of advanced metering systems (AMI), the future of reliability is bright—pun intended.

Electric co-ops are starting to use more of what are called Intelligent Electronic Devices. “Intelligent” basically means a co-op can

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## Convenient access to your Heartland account

Manage your Heartland account from your computer or mobile device with SmartHub

By using our new online portal, you will be able to:

- Pay your bill
- Check your usage
- Report a power outage
- Receive news from the co-op
- Manage your account
- Subscribe to text & e-mail notifications

For more information visit [heartland-rec.com](http://heartland-rec.com) or download the free app today!

[www.smarthubapp.com](http://www.smarthubapp.com)



Download today and manage your account anywhere!



## Keep your cool while the power is out

Severe summer storms can cause outages that last days. When a power outage occurs during hot weather, take steps to maintain safety and comfort until power is restored.

High winds that topple utility poles and power lines cause many summer outages. It's important to stay clear of downed power lines at all times, even during cleanup efforts. Be alert to the possibility that tree limbs or storm debris may hide an electrical hazard.

Assume that any dangling wires you encounter are electrical and treat all downed or hanging lines as if they are energized and dangerous. If you are driving and come upon a downed power line, stay in your vehicle, warn others to stay away and contact emergency personnel or your electric utility. Also when driving, be careful at intersections where traffic lights may be out.

If power to your home is out for a prolonged period, know and understand important safety precautions and steps to cope with heat until power is restored:

- Remember to call your electric utility immediately to report the outage.
- Dress in loose, lightweight clothing and stay on the coolest, lowest level of your home.
- Use natural ventilation to cool homes, and consider purchasing battery-powered fans.
- Drink plenty of water and avoid heavy meals, caffeinated drinks and alcohol.
- Keep refrigerator or freezer doors closed. A freezer

that is half full or full can keep foods frozen 24 to 48 hours. Foods can stay safe in an unopened refrigerator up to four hours. If an outage lasts longer than four hours, remove and pack meat, milk and other dairy products in a cooler with ice.

- Use safe alternative food preparations. A barbecue grill is an excellent way to prepare food. Always grill outside.

- Check on friends and relatives - especially children, seniors, and those with medical conditions or disabilities. These people may need to seek emergency cooling shelters.

- Keep a first-aid kit in your home and one in your car. Make sure that it includes scissors, tweezers, safety pins, aspirin, eyewash and rubbing alcohol or hydrogen peroxide.

- Close all drapes and blinds on the sunny side of your residence.

- Take your family and pets to a basement or other cool location if you have one. Also consider going to an air-conditioned public place during warmer daytime hours.

During an outage, Heartland recommends turning off electrical appliances and unplugging major equipment, including air conditioning units, computers and televisions. Leave one light on to indicate that power has been restored. Wait a few minutes then turn on other appliances and equipment one at a time.

And remember to download Heartland's SmartHub app to your phone or tablet to stay updated on the co-op's restoration efforts.

## Safety School



**Paul Norris, Heartland's director of Operations, talks to students at Girard's Haderlein Elementary about power safety. During the presentation the students learned about how electricity works, and what situations can become dangerous.**

## RELIABILITY: From page 2

program the device to behave a certain way when a specific event occurs. It also means the co-op can remotely command the device to take an action, either preprogrammed or ad hoc.

Eventually, there will be a power outage despite the best efforts of Heartland Rural Electric Cooperative. That is where AMI and outage management systems (OMS) earn their keep. The basic element of an AMI is a meter that can communicate with your electric co-op. The OMS maps system data and meter locations into a piece of software that models the electric grid. When a device on the grid reports loss of power, the OMS runs calculations to determine the exact location of the fault and the number of

members impacted.

Now, the whole suite of systems Heartland uses comes into play. The co-op dispatcher can call out or redirect a crew to the exact location of the problem. A map of the outage and number of impacted members is generated and member service reps are notified that an outage is in progress. Members who use our Smarthub portal can receive automatic notifications about the outage and restoration efforts.

The end result of all this technology is the minimization of outages and their length, plus more availability of up-to-date information for the consumer.

Mother Nature is a tough opponent, and it's impossible to eliminate outages and blinks altogether. But with the way technology is advancing, we can expect to see some remarkable improvements.

Contact Heartland to learn more about outage notification systems.

# Issues, ice cream and election results

## Co-op annual meeting keeps members active at Heartland

Members of Heartland Rural Electric Cooperative had the opportunity to hear about the utility's recent accomplishments, learn about new programs, and see a significant change in the co-op's board of directors at the recent Annual Meeting of the Members, held March 13 in Fort Scott.

Board President Sam Marsh welcomed co-op members to the meeting, and noted the changes Heartland will experience this year and in the years to come.

Marsh noted that the electric industry in Kansas has been on uncertain ground recently as Westar pursued a sale to Great Plains Energy, which was eventually denied by state regulators. Another Heartland partner, Empire in Joplin has been bought by Algonquin Power & Utilities Corporation, which is based in Ontario, Canada.

"And lawmakers and policy changes from Topeka and Washington DC will change the electric industry for us this year as well," said Marsh. "This year's administration change in our nation's capital will bring changes to the EPA and the Clean Power Plan. This would affect how we produce power and the price of energy, so we'll be keeping an eye on this."

Marsh said change isn't new to Heartland.



**Employees of Heartland Rural Electric Cooperative serve up ice cream and toppings for members at the end of the co-op's annual meeting. Those in attendance learned about issues and accomplishments at Heartland, as well as results of recent elections.**

"In the 26 years I've served on the co-op board of directors I've seen Heartland go through many changes. The biggest change, of course, is that at the start of those 26 years there was no Heartland. I joined as a board member of Sekan. But in 1996 agreements were made to merge what had once been three separate co-ops into a new company, Heartland REC.

"We've seen changes in management and staffing.

Changes in how power is produced. Changes in how we get information from our members, and changes in how people pay their electric bill," said Marsh, who recalled the days of members reading their own electric meters and reporting their use to the office.

Marsh said that although he has announced his departure from the co-op board, he was not worried about the future of the utility.

"I've seen change during my time on the board, and certain that Heartland will need to continue to evolve and adapt," he said. "I leave confident that the board will continue represent the members. And confident that the co-op employees will continue to provide reliable, affordable power. And I know that whatever change comes, Heartland will be there for you."

CEO Dale Coomes spoke

about all the great people and organizations that work together to provide power to Heartland's members, and the lasting dedication that has provided co-op power in rural Kansas since 1937.

Coomes noted that today's Heartland is made up of what once were three co-ops... Cooperative Electric Power & Light Company of Iola, Sekan Electric Cooperative Association of Girard, and Sugar Valley

Electric Cooperative Association of Mound City.

“We’ve seen some change over the years,” said Coomes. “We’re strong today and we thank the co-op directors who decided years ago that coming together was good for the co-op members.”

Coomes said the co-op will need to keep working to meet the challenges of today, including low growth, which has been a challenge ever since the recession of 2007.

“We’re hoping that maybe a climate with more economic activity we might see more of the housing pick back up like it was eight or nine years ago,” said Coomes, who added warm winters and increased efficiency have also led to flat sales of electricity.

“One item that’s a concern and opportunity is solar power,” said Coomes.

As more and more people install solar panels, Heartland will continue to look at costs and rates to ensure that costs don’t shift to those without solar panels.

“Another thing Heartland is looking at is demand charges,” said Coomes. Heartland’s advanced meter technology makes it possible for the co-op to closely measure power usage, which makes the co-op’s Peak Savers program possible. New rates that account for peak demand usage could also be implemented, which would directly reward members who reduce power use during peak hours when power is expensive.

Coomes said the primary concern for all discussions, whether about solar power or demand rates, is “What is best for the member.”

“That is one thing that we have the luxury and privilege of,” said Coomes. “The board



of directors, when they are considering the electric rates of the co-op, that whole consideration comes back to the co-op and its members. We’ve got to keep rates low, and we’ve got to make sure the co-op stays healthy. We’ve got to balance that.”

Heartland doesn’t have stockholders. Heartland doesn’t ask “How can we make more money,” said Coomes. “Our goal in mind is ‘what kind of signals can we send to our members that will allow them to use their electricity

more wisely, save them money, and save the co-op money.”

Coomes said legislation in Topeka and Washington DC are also important to the power industry and the future of Heartland.

He said President Trump’s rollback of President Obama’s Clean Power Plan would help keep electricity affordable.

Angie Erickson, director of finance and accounting, gave the financial report. In 2016, the cooperative had electric revenue of almost \$23.6 million. From that, 61 percent



**Heartland’s departing directors were honored at this year’s Annual Meeting. These included, clockwise from top left, Patrick Johnson, Bob Stainbrook, Dennis Peckman and Sam Marsh.**

covered the cost of power. Heartland’s operating costs were \$8.7 million. Heartland’s margin for the year was just under \$1.1 million.

Power sales for 2016 were down 2.2 percent compared to 2015.

Election results were also announced at the meeting.

Bob Stainbrook who represented District 1 for 26 years, Patrick Johnson, who represented District 2 for 12 years, and Sam Marsh, who represented District 4 for 26 years, resigned from the

board. In District 1, Larry Stainbrook defeated incumbent boardmember Dennis Peckman, who had served on the board for 45 years. In District 2, newcomer Larry Lindberg won out over fellow newcomer Steven Strickler. Incumbent Dean Davied in District 3 was unchallenged, and returns for another three-year term. This leaves Heartland with a board of 9 members.

At the conclusion of the meeting, cash and prizes were awarded, and an ice cream social was held.

# Returned capital credit retirement checks available at HREC

**During the month of December, 2016, Heartland retired more than \$1 million in capital credits. Capital credit checks that were returned to the co-op as “undeliverable” are listed below. If you have information on any of the following recipients, please call Heartland REC at 1-800-835-9586.**

O.E. Alexander	Vernon B. Ellis	William L. & Helen	Priscilla D. Morgan	Bryan K. Rushing
Ron & Ann Allen	Gary Elmore	Houglund	Charles D. & Lois Mosley	Joni L. Sanders
Winifred P. Allen	David G. Ellison Sr	Roy L. Howell	Brittany Mumbrue	Terry Sanders
Cynthia A. Allison	Don W. Emerson	Neil & Marilyn Hunter	Curtis Murphy	Philip J. Saxer
Dorothy Ames	Margaret J. Erickson	Art & Malinda Janzen	Ralph L. Myrick	Rita F. Schoenhofer
Gregory J. Anthony	Mike Erie Jr.	Helen V. John	Mike & Susan Napier	Ruth P. Sharp
Anna Baker	Don Lee Eybel	Daniel Johnson	Brent D. Nation	Ricky L. & Melissa Shue
Duwayne W & Debbie	Joan Farmer	Anna M. Jones	Dan Neal	Dennis W. Sigg
Bearden	Christie M. Ford	Nicholas L. Jones	John Neal	Jonathan & Kimberly Sims
Terry L. Blanding	John Fosdick	Junior L. Jones	Staci Nelson	Dan L. & Eleanor Smith
Jason & Carissa Brannan	June M. Fosdick	Bill J. Kavanagh	A. J. Nicolas	William Smith
David & Teresa Brown	Robert Jr. Fuller	Levi Karhoff	Edward Nolan	Claron E. Snider
Dolly Bugbee	Jamey Garrison	Bob Kraus	Myles D. Nolte	Elmer & Dorothy Solko
Birdie Burdiss	Nicole Gleif Garrison	Liza Krug-Scherer	Mary K. O'Brien	Rick Speaker
Harvey Burris	Glen O. Geier	Sherrie & Carlie Landell	Tiffany & Brandon Osburn	Gorman Stanly
Terry Burris	Eric Gentry	Velda Lemon	Tim C. Owens	Joann M. Stoneking
Richard A. Carver	Larry Glass	Marie V. Leven	Jolene Page	Dewey H. & Mary Stotler
Marla E. Chambers	Fred Gobl	Deborah A. Lewis	Melville L. Page	Hunter R. Suddock
Cheryl Clair	Rusty Goff	Marie M. Long	Trent & Emily Page	Daniel R. Thomas
Aaron Clark	Dana S. Goucher	Jeremy W. Lyden	Robert Perkins Jr	Russell Thomas
Richard L. & Tammy	Gerald W. Gray	Peter A. Lvoff	George D Peterson	Everett D. Thompson
Clements	Daniel J. Griffin	Larry N. Magnuson	Doris E. Peterson	Levi & Barbara Thompson
Robert L. Colver	Todd & Carol Grimes	David R. & Shirlene	Don F. Phillips	Judy Thompson
Jeff & Samantha Cowen	Connie L. Haley	Mahurin	Melvin D. Phillips	Travis Threlfall
Lavern Cox	Herman E. Hancock	Manya Maples	Kenneth Ploof	Keith & Ruth Valentine
Roger & Lesa Daniels	Stan Handshy	Alan & Helen Martin	Paul S. Poling	Donna VanKam
Michael R. Davis Jr.	Scott A. Hanf	James & Sammantha	William L. Pool	David P. Vanlerberg
Samuel Debusk	Jeff Hanson	Martin	Tina M. Porter	Colton Wagoner
B. J. DeGrande	Randy L. Hayes	Howard R. Matney	Betsy L. Poyner	Maxine Wakefield
Tonya Denman	Ella F. Head	Delbert & Bonnie McCall	Beverly J. Ratty	Glenn Walker
Mike D. Dispensa	Glenn A. Heitschmidt	Don McDaniel	Philip Redd	Billy Wallace
Clara Dougherty	Sharon Henry	Patrick M. McKenna	Bill Rink	James K. Wallace
Harley E. Dunsworth	Paul L. Hesch	Vivian K. McMurray	Ray W. Roberts	John Wells
Eldon Edge	Edward D. Hewlett	Scott McNutt	Jerald Robinson	Edward L. Williams
Don Edwards	May Hickman	Latona C. McVey	Jase Rosales	Melody A. Windisch
Jerry Eichelberger	Sandra J. Hickman	Estella Meech	C. E. Ross	Steve D. Wools
Scott Eisman	Robert W. Hoelting	Ron L. Miller	Michael K. Ross	Terry & Paula Wray
Leslie Eller		Barry F. & Helen Mitchell	Brian A. Roy	Bernard Wyman

# New roofing options improve efficiency

*Dear Jim: My old black asphalt shingle roof needs to be replaced. I want to install a new roof which lasts longer this time and helps keep my house cooler on summer afternoons. What type of roof do you recommend?*  
- Sandi J.

Dear Sandi: From the standpoint of a long life and keeping your house cooler, your black asphalt shingle roof was probably the worst option possible. The dark color absorbs much of the sun's heat. This heat not only makes your house hotter and drives up your air-conditioning costs, but it hastens the degradation of the shingle material itself.

A black shingle can easily reach 150 degrees F in the hot afternoon sun. If you have ever tried to lift a square (100 sq. ft.) of shingles, you know how heavy they are. When this thermal mass gets hot, it stores the heat and radiates it down into your house well into the evening.

Even if you have adequate attic insulation on the attic floor, the radiant heat from the hot roof easily passes through it to the room ceilings. Standard thermal insulation, such as batts and blown-in fiberglass, rock wool and cellulose, are most effective for blocking conductive heat transfer, but less so for radiant heat from a hot roof.

The two most common roofing materials for houses are shingles and metal. White shingles can be fairly energy efficient and effective for reflecting much of the sun's heat. Some of the white shingles even qualified for the former Federal energy tax credit. It takes very little color tint though before shingles start to get hot and absorb heat, so stay with white.

Metal roofing can cost as much as

double that of shingles, but many types have lifetime warranties and they can reflect the majority of the sun's heat. Aluminum and steel are the two most common and reasonably priced materials. Copper is attractive and durable. It is very expensive and the natural aged patina color is beautiful, but it absorbs heat.

I installed an aluminum roof on my own house five years ago while the energy tax credit was in effect. My roof consists of 1x2-ft. interlocking panels with a special heat (not visually) reflecting paint coating. The panels are made of recycled aluminum from soda pop cans and are formed to look like cedar shakes.

Aluminum is a particularly efficient roofing material because the underside surface of the roofing panels are bare. It has a very low emissivity rating so it does not allow the heat from the hot metal to pass through to the roofing lumber and insulation below.

When selecting an aluminum roof, it is important that its contour provides an air gap over the sheathing for its low-emissivity properties to be effective. After my simulated shake roof was installed, the second floor bedrooms stayed much cooler on summer afternoons. A simulated clay tile aluminum roof is also very effective with the many air gaps under it.

The only drawback to the aluminum metal roof is you must be careful walking on it and stepping on the high shakes edges so it is not damaged. During winter, the snow sometimes slides off in big sheets and crushes shrubs and blocks the garage door. Snow stops can be glued to the roof to stop this, but they may catch leaves and debris from nearby trees.

Painted steel roofs are also available



**ABOVE:** The completed metal roofing with new flashing and decorative hip trim over the seam. **BELOW:** The metal roofing panels are being installed over the underlayment. Hidden stainless steel nails and aluminum clips are used to secure each panel.

in many colors and simulated contours. The steel is treated with many layers of corrosion-resistant coatings so rust is not a problem with them. Ones with an aluminum-alloy coating are particularly durable. Steel also is very strong, so there are less issues with walking on it.

Since your old shingles are likely cracked with curled edges, it would have to be torn off before new shingles are installed. Most metal roofs, because of their rigidity, can be installed over existing shingles no matter what their condition. This saves the cost (often about \$1,000) for tearing off the old shingles.

Whether you choose white shingles or a metal roof with heat-reflecting paint, install an attic ridge vent. While doing a reroof job, adding a ridge vent is a minor additional expense. Also make sure the soffit vents are not blocked with attic insulation. Even with the metal roof, adequate attic ventilation is needed for both summer and winter energy efficiency.



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*Send inquiries to James Dulley, Heartbeat, 6906 Royalgreen Dr., Cincinnati, OH 45244 or visit [www.dulley.com](http://www.dulley.com).*

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For more information contact *Heartbeat* Editor Ron Graber at our Girard office or call 1-800-835-9586. He can also be reached at [rong@heartland-rec.com](mailto:rong@heartland-rec.com)



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# Making choices when considering propane

Making the right choice when it comes to heating our homes and supplying hot water for our families can be tough. Here are a few things to consider when thinking about propane.

**Value.** At current propane and electricity prices, an efficient propane water heater and a standard electric water heater cost about the same to run each year. For a typical family, it costs between \$500 and \$600 to heat water during the year. However, one advantage that propane and gas units have is their rapid recovery rate, which quickly heats up more water. This makes propane a better value to homes at risk of running out of hot water.

**Reliability.** A propane water heater will keep showers hot even when the power is out. A propane furnace only needs a small generator to run the fan to heat a home left in the dark after an ice storm.

**Environmental Benefits.** Considering that a high percentage of electricity in most parts of the country still comes from coal-fired power plants, clean-burning propane is a better choice for those concerned about their carbon footprint.

The other choice to make is where to buy your propane. Our unbeatable customer service makes Heartland Propane the obvious choice.

Here at Heartland Propane we strive every day to make customer service a priority for our customers. Several things set us apart from the rest:

First, Heartland Propane has service that stands out. We have a live person to answer your call day or night, even on weekends.

Our staff also puts customer service first. When

you talk to our ladies in the office, they are extremely knowledgeable about the propane business and can answer any propane related question you have for them.

Second, is the price protection Heartland Propane offers. Our Guaranteed Comfort program is like no other. There is no guess work. You do not have to designate how many gallons you will need, we protect whatever you need. There is only a one-time fee to be on the program and it gives you the peace of mind that if propane prices go up you will be protected, but not locked into a price if the market turns down. We still offer Prebuy too, for the customers who like to have their gas paid for and locked in prior to winter. Any company can offer a price, but can they deliver?

We back our position that we will not let you run out of gas with a \$100 guarantee. If we let you run out, we credit your account with \$100, simple as that. We also have lease options for both above ground and underground propane tanks.

Another service we offer is many different billing options. We believe no two customers are the same, so why not cater to every customer's needs for payment? For example, you can be on our Smart Pay level pay program and have the funds taken monthly from your account by an electronic funds transfer. Or if you would rather use a credit card or debit card after



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each delivery, we can do that too. Maybe you like the idea of making three payments on your prepaid gas purchased in the fall? Yes, we do that as well. There are other options, these are just a few that we offer to our customers.

We could go on for pages and tell you about how great our customer service is, but you can see for yourself by visiting our website and seeing a few customer comments there. If you are already our customer and would like to rate our service or leave some feedback, there is a place on our Facebook page to do that.