

HEARTBEAT

QUARTERLY NEWSLETTER



Issue #68

Summer 2018

Let the pros repair summer appliances

Air conditioners and fans are important in the summer, but maintenance of home appliances should be left to the professionals

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Senator Moran visits Heartland

The Farm Bill and other topics of local interest were discussed during a Q&A town hall meeting held by US Senator Jerry Moran.

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Tree trimming helps reliability

Keeping trees and other vegetation away from power lines is a key part of keeping the lights on.

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Does Heartland owe you money?

Every year, a lot of the capital credit checks that Heartland mails out in December come back as "undeliverable." This issue lists those people or whom we need updated mailing addresses..

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Hot work



Heartland Linemen Adam Daniels and Rafael Murillow make connections on live lines as crews finish up work at Heartland's Parker substation this spring.

We strive for great reliability

Electricity is a major part of life and the livelihood of you and your family. It is more than a product you purchase. It is a way to cool your home during this hot summer, heat your house in the winter, help provide you with entertainment with the electronics you can plug into the wall, and more. It is something that makes your life better and is the backbone to the communities where we live.

If you are anything like my family, the only two times we think about electricity is when we get the bill every month and when the lights flicker or go off completely. We take it for granted because it has been something we've come to trust and rely on.

Heartland Rural Electric Cooperative is a group of 41 employees that live in the communities we serve power to that work hard to keep

KEEPING YOU INFORMED



MARK SCHEIBE
HEARTLAND CEO

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you from having to worry about whether your power is off or not. Our board of directors is made up of individuals just like you who value the employees working safely and they also want their electricity to be there when they need it.

What does it take to have safe and reliable electricity? It takes a lot of planning and effort from all of the employees at Heartland to develop and implement the programs needed to maintain the roughly 80,000 poles and 3,800 miles of wire that go between them. It takes a lot of manpower to physically do the dangerous work of building power lines and restoring power after an outage occurs. It takes office staff to answer the phone when you call and send out bills to make sure we can pay our employees. It takes a team that is all working towards the same goals.

There are few specific things that Heartland does continually to give the poles and wires the best chance of surviving the severe and extreme weather of Southeast Kansas. Heartland has a program in place to inspect its poles every 10 years to make sure they are still strong and sturdy. As any farmer or rancher that installs wooden fence posts knows, they don't last forever. They need to be replaced from time to time and you can either do it before or after the cows get out, your choice. Heartland chooses to be proactive to check and treat the poles before they

fail to help maintain what is already there instead of having to put in something new.

Heartland also has a vegetation management program in place that clears trees near the power lines to help keep your lights from blinking when the wind blows and also help reduce power outages. Even with this program in place, power outages caused by trees are still a significant portion of the total outages each year. Trees that fall down from outside of the area previously cleared still happen and require the linemen to fire up their chainsaws to get the power lines back in the area where they belong.

Heartland employees also visually inspect all of the power lines yearly to note anything that needs additional maintenance to help prevent power outages. They note line clearance issues caused by new buildings, vegetation concerns, broken or faulty equipment, and more. Heartland hopes to start doing aerial inspections of the power lines with drones in the next few years, but right now it's all done by foot or truck.

Why am I pointing all of these programs out? Because the poles and wires in place are the investment funded by you, the member consumer. It is up to Heartland's board members and employees to properly take care of that investment. We all work hard each day to ensure that the electricity you need to enrich your life is there when you need it. As you see Heartland employees around town, shopping at the local grocery store or cheering on their kids at a high school sporting event, know that they spend most of their time working hard keep your electricity safe and reliable.

Summer brings safety concerns

Hot weather brings increased use of air conditioners. Contact with electric current from air conditioners accounts for a significant number of electrocutions and electrical injuries each year.

Heartland recommends that you always contact a qualified, licensed electrician to perform any electrical work in your home, including the installation and services of air conditioning and other cooling equipment.

Facts and Statistics

According to the CPSC, 15% of consumer-product related electrocutions are attributed to large appliances. These electrocutions occur most commonly while someone is attempting to service or repair

the appliance. In 2011, an estimated 40,890 injuries were reported to hospital emergency rooms as involving air conditioners, fans, humidifiers, dehumidifiers, air purifiers, and heat pumps. The leading types of injuries were laceration (14,620), contusion or abrasion (6,740), and strain or sprain (6,050).

In 2010, air conditioning, fans, or related equipment were involved in an estimated 7,400 reported U.S. home structure fires, with associated losses of 29 deaths. In 2006-2010, the 7,200 reported home structure fires per year involving air conditioning and related equipment included 2,500 per year involving central and room air conditioners specifically and 3,900 per year involving fans.

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Special meeting to be held at HREC

Heartland REC will hold a special rate meeting at 10 a.m. Monday, August 27 at the co-op's office in Girard.

The agenda for the rate meeting includes the setting of a rate for wind farms, and the establishment of a rate for LED security lights.

The meeting is open to all members of the cooperative.

Heartland hosts Moran visit



Senator optimistic about farm bill

U.S. Senator Jerry Moran was in Girard on July 16, and visited Heartland's office, where he voiced optimism about the passage of the Farm Bill, which is important to rural electric cooperatives, as well as all of rural America.

Moran says the Farm Bill will help rural America, but he is concerned about the tariff issues and the threat of declining exports that may hurt Kansas farmers.

National Rural Electric Cooperative Association CEO Jim Matheson has voiced his support of the Farm Bill,

which includes several electric cooperative priorities.

"The Farm Bill is crucial for the future of rural America, which makes it a priority for America's electric cooperatives," Matheson said. "The Farm Bill includes critical support for expanded rural broadband access and improved rural economic development programs used by electric co-ops to improve the quality of life in their communities. We welcome passage of the bill, which will help ensure that the future of rural America remains bright."

NRECA applauds provisions in the bill that create a broadband grant program at USDA that is focused on rural areas that need it most. The bill



also maintains or expands other rural development programs to spur economic development and help electric co-ops modernize the electric grid while undertaking innovative, cost-effective energy projects. "Over the past decade, these USDA programs have saved and created thousands of jobs in rural America while expanding essential services," he said.

NRECA has expressed serious concerns with the Senate Farm Bill,

which would retroactively impact escrow accounts for rural electrification and likely lead to increased costs for electric cooperative consumers.

While in Girard, Moran also voiced his support for programs that help America's veterans get proper health care; noted ongoing highway improvements; and said he believes the investigation into Russian election interference needs to run its course.

The challenge of vegetation management

Heartland members have their electricity delivered to their homes and workplaces through a system of interconnected overhead power lines. Nearly 80,000 poles and 3800 miles of wire is used to serve all of our customers in parts of 12 counties.

When electric service is interrupted during wind and lighting storms, or due to heavy rain, snow or ice, the problem can usually be traced to trees or tree limbs that fall, breaking lines or causing short circuits.

Storm-related damage to trees is the number two cause of power outages for Heartland members. (Lightning is the number one cause of outages.) Interruptions are a nuisance to residents; a greater threat is posed when power is cut off to hospitals, fire and police stations, radio and television stations, newspapers, pumping stations, traffic lights and other essential public services. Some of our customers depend upon continuous, reliable supply of electrical power to operate life-support apparatus in their homes. In addition, trees that grow into contact with power lines can conduct electricity, which can create a hazard to people and property.

The best way to defend against these potential hazards is with a dedicated and thorough program of tree clearing and trimming, performed on a regular basis. Heartland's program is carefully designed to reduce the incidents of power outages due to tree damage, while also protecting the natural and scenic beauty of Southeast Kansas.

The key to minimizing

power disruptions caused by trees is to clear unwanted trees, branches, and brush in the 30-foot-wide right-of-way corridor. That means trimming and removing branches growing within 15 feet of powerlines.

Heartland employs an aggressive vegetation management program to clear this right-of-way area.

First, Heartland employs area contractors to trim unwanted vegetation, including shrubs, trees, and branches from the areas near powerlines. In some places, very little trimming is needed, while significant work may be necessary in other places. The trees trimmed may be growing wild, or they may have been planted intentionally, but have grown too big for the area.

Heartland's tree-trimming program is carefully planned to cover the co-op's entire system every few years. Unfortunately, such a labor-intensive program is expensive. Heartland spends more than \$350,000 on tree trimming each year.

Another vegetation management method used by Heartland is the careful spraying of herbicide on unwanted plants in the co-op's right-of-way area around powerlines. Heartland members may see these crews in Southeast Kansas in the spring and summer, walking in the ditches and under powerlines with herbicide-filled backpacks and hand-held sprayers. Heartland has found this method to be more cost-effective. About \$90,000 is spent on this program annually.

While vegetation management can appear to be expen-

sive, it is money well spent to avoid storm damage and lengthy power outages.

One key way to keep trees and other vegetation from causing outages is for all of Heartland members to be careful when planting trees. Homeowners should avoid planting underneath powerlines, and within the 30-foot-wide utility right-of-way area. And plan ahead and consider how that tree will look when it's fully-grown. When selecting a tree or shrub to plant, it is just as important to consider what you plant as it is where you plant.

Kansas has a wide variety of low-growing trees that can be planted near power lines. As a rule, trees planted near power lines should have a mature height of less than 25 feet. Taller growing trees must be planted further away to prevent future problems. Homeowners should evaluate their trees near power lines and help ensure the trees are maintained to acceptable height.

The right tree or shrub, planted in the right place, can give you years of beauty and value without the potential dangers of getting too close to power lines.

Before you plant, it is important to know what the tree will look like as it nears maturity. Consider its height, crown spread, and root space. Plant the right tree in the right place.

Tree placement in relation to overhead power lines is critical in order to preserve the natural size, shape and overall integrity of the tree and protect the intent for which it was planted.



Heartland and contracted tree-trimming crews work year-round to keep trees, shrubs, and other vegetation from growing near power lines where it can cause outages.

WE KEEP THEM UP HERE FOR A REASON.

STAY CLEAR OF DOWNED POWER LINES.

Helping members use electricity safely, that's the power of your co-op membership.

Learn more from the experts themselves at TogetherWeSave.com.



 Your Touchstone Energy® Cooperative

Returned capital credit retirement checks available at HREC

During the month of December, 2017, Heartland retired more than \$81,000 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.

Dora K. Ainsworth	Megan Cunningham	Larry M. Katzer	Charles Price
Paul Alberts	Ed J. Damron	Frank H. Kelley	Connie J. Prock
Perry J. Allen	James L. Daniels	Hermena M. Kelsey	Leroy Earlene Randles
Clyde R. Allmon	Vickie Davis	James C. & Rita Kendall	David W. Riedesel
Chad & Gretchen Anderson	Cheryl L. Day	Elaine C. King	Keith A. & Bridget Ritchey
William F. & Teresa L. Anderson	Marilyn Dietrich	Linda G. Knudsen	Jinny Ross
Mike W. Arn	Joe & Kris Drake	Stephen L. Kramer	Teresa Schulze
Joan Augustine	Bill Draper	Merle Laver	Jean S. Shields
Mike & Lisa Avery	Patrick & Sharon Dunlap	Greg S. J. & Roxanne Lemaster	Machelle Shouse
Ada Baeten	Kathryn J. Eckland	Tim R. Lewis	Linda Simons
Alan D. Bal	William F. Elkins	Carl Letsinger	Tony & Lori Simmons
Carol J. Baldwin	Darold L. Elrod	David & Angela Lord	Timothy Simpson
Robert L. Bandur	W. E. & Dorothy Evans	Vicki McBeath	Mark & Amanda Sisemore
Julia Bartlett	Kevin L. Ferrell	Dora McCreery	Elsie C. Skeans
Norman Beagley	Dale E. Ferguson	James B. & Hannelore Mahoney	Jackie D. II Spencer
Kyle Best	Michael J. Fleming	Maria Maldonado	Arzy H. Sprague
Daniel M. Biggerstaff	David W. Flora	Kristina Manes	Willie & Louis Singleterry
Laurie E. Boone	Michael A. Folk	Dwight O. Mann	Janice K. Smith
Larry P. Bostick	Jason L. Forgey	John W. Mader	Elmer & Dorothy Solko
Tom W. Bradley	James A. Foust	Edward & Tiffany Marmon	Gorman Stanley
Austin Brauner	Bryan J. Gettler	Linda Massa	R N Stapp
William A. Brooks	Patricia G. Gilliland	Latricia Maxson	Daniel F. Sterling
Lois A. Brown	Leah Grennell	Brent L. Mendel	Randall A. Stokes
Wayne R. Brown	Louis W. Gresham	Marie Meyer	Carl T. Springer
Charles D. Bussee	Kelly D. & Barbara Hale	Bonnie G. Miller	James S. & Luciane Tarter
Deloyd & Jamee Byram	Bryce P. Hart	Dave W. Miller	Stanley D. Tawney
Andrew Cage	Paul J. & Connie Hawkins	Melinda & Keith Miller	Daniel R. Thomas
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Donald E. Carter	Roger L. & Bonnie Hill	Hector M. Morillo	Tony & Patricia Thompson
Tammy Cary	Christopher R. & Casey Holt	Steve Murrow	Tray Tinker
Rick D. Castle	Tim Hudson	Woneta B. Myers	Kermit Tillotson
Marilyn G. Caudell	Denny Hutchinson	Tony D. Nelson	Ronald F. True
Dixie Chapman	Marshall Hyer	Neil J. Newland	Janice K. Trujillo
Nancy S. Clayton	Alyssa Inman	Vicky S. Nihiser	Cecil & Mary Volmer
John & Loraine Cooper	Ethel Jacobs	Terra & Tommy Olivas	Jeff & Brett Wary
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Linda L & Leroy Cox	D K & Ronda Johnson	Philip P. Parkhurst	Lewis & Nelda Williams
Robin Coultis	Diana L. Johnson	Christopher A. Pettey	Felisa & John Witherspoon
Veda P. Cresse	Yolonda D. Jones	James A. Pfeiffer	Ron & Louella Womelsdorf
Buffy Culp	Jim & Kim Karleskint	Russell & Dotti Porter	John J. Wydick

Select the right awnings to save

Dear Jim: I have always liked the appearance of window awnings. The salesman told me installing them can also save a lot of energy. Do they really save much energy and what awning choices are best? - Kathy F.

Dear Kathy: The awning salesman was not just blowing smoke to get a sale. Installing window awnings can reduce summertime energy usage. There are also other benefits such as reduced fading of furniture, drapes and carpeting, and protection of your primary windows and doors from the sun and severe weather. The same UV rays which fade your furniture also slowly degrade window frame and door materials over time.

The reduction in air-conditioning electrical usage results from the blocking of the direct radiant heat from the sun through windows and doors. Studies by the University of Minnesota found installing window awnings can reduce cooling energy needs by 21 percent in Phoenix, 17 percent in St. Louis and 24 percent in Boston.

Another advantage of awning energy savings is it is greatest during the hottest hours of the afternoon when the sun is most intense. This reduces the peak electricity load for the utility company's electric generation, so there is less chance of brownouts and other problems associated with excessive electricity demand.

There are many window awning options available. The first decision to make is if you want fixed or adjustable awnings. They both are equally effective during the summer to reduce your peak electricity usage in midafternoon. The advantage of adjustable awnings is the level of shading can be changed throughout the day and various seasons. Fixed and adjustable ones are available in all-aluminum or fabric over an

aluminum frame.

Adjustable fabric awnings offer better protection from severe weather because some can be lowered to be almost flat over the window opening. They can also be raised to nearly expose the entire window glass for winter solar heat gain. Fabric awnings using Sunbrella® fabrics provide SPF-15 cancer risk protection. Also, ones using GORE™ Tenara® thread are durable and hold up well to UV (ultraviolet) degradation.

The maximum projection from the wall for an adjustable aluminum awning is fixed by the frame and the down arm length. To open them, the aluminum awning slats roll up above the frame and the hinged arms swing upward. The advantage of aluminum is its strength and its resistance to degradation from the sun's UV rays.

Sideless awning designs, called Venetian awnings, are effective for true south-facing windows because the most intense sun's rays come from directly overhead. Actually, just a relatively short flat board over the window, such as a large roof overhang, is effective at blocking the sun over these windows. If you also need to block the late afternoon sun at those south-facing windows, install hood style awnings with sides. For casement windows, hip-style awnings provide clearance for the window sash to swing open outward.

If you are also concerned about security and privacy, select an adjustable awning which can be lowered completely flat against the window. This offers privacy and some protection from break-ins and storm damage to the window glass from flying objects.

Proper sizing (projection length from the house wall) of window awnings is important both for blocking the summer sun and for allowing the winter sun to shine. This is particularly true if you install fixed awnings, instead of adjust-



ABOVE: Fabric awnings with sides block sun from the windows throughout the entire day. Notice how it also shades the window air conditioner for greater efficiency. . BELOW: These aluminum awnings with side provide afternoon shading in addition to the large roof overhang which is effective at high noon.

able ones, because their shading angle cannot be changed. The orientation of the window to the sun also affects the proper awning sizing because the sun is lower in the sky during early morning and late afternoon.

If you still remember your high school geometry, you can calculate the size of awning needed for various windows and doors. The latitude angle (varies from about 29 degrees for Houston to 45 degrees for Minneapolis) for your area determines how high the sun is in the sky and its angle of incidence on your windows. You can find the sun location for various regions, seasons and times of day in most basic solar energy

books.

If you are not a math whiz, just make a "test stick" awning to determine the proper size. Hold the end of a stick against the top of the window frame or wall at the time of day when you need shading. Vary the stick lengths and the angle until its shadow provides the shading you desire. The shades width should extend at least two inches on either side of the window.

Send inquiries to James Dullely, Heartbeat, 6906 Royalgreen Drive, Cincinnati, OH 45244 or visit www.dullely.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



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Web services available for our customers

Customer Web Services

At Heartland Propane, we continually strive to make improvements for our customers. We have recently added a Customer Web Services portal. This service provides our customers the ability to access their account from anywhere with an internet connection. They can now login at any time, 24 hours a day, 7 days a week, to manage their propane account.

With Customer Web Services, members have the ability to see account balances, invoices, past transactions and current contracted gallons. And of course customers can use the service to pay a propane bill. Payment options include Visa, MasterCard, or Discover, as well as checking and savings accounts.

Other online features include

requesting service work, or a propane delivery and seeing what the estimated tank level is. Account access is also very secure. Data is protected by an industry standard firewall, as well as an automatic logout after a period of inactivity to ensure no unauthorized access to customers' accounts.

Safe Appliance Installation Rebate program

Whether building a new house or considering buying a new appliance, it's a great time to think about propane.

In 2014, the Propane Foundation of Kansas implemented a Safe Appliance Installation Rebate Program for appliance replacement and new construction appliances. Rebate amounts are listed below. New funds have been allocated

to this program, but it works on a first come serve basis, so customers will need to contact Heartland Propane to reserve a rebate prior to purchase.

Heartland Propane will perform a leak test after the new appliance or appliances have been installed, and

we will submit the rebate paperwork. Then a check will be sent directly to the customer.

These two services are a part of the value of being a Heartland Propane customer. To sign up, or get more information call us at 1-800-211-9101.



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\$100 for a vented or ventless heater rebate

\$100 for a propane generator