

Reliable Power for Today—and Tomorrow

Ringing in a new year sparks a sense of renewed hope and optimism about the future. As the CEO/General Manager of Consumers Energy, for me, it's a time to reflect on where we are and where we're going. At the heart of this reflection, I think about ways we can better serve you, the members of the cooperative.

Our team at Consumers Energy is always looking ahead, exploring ways to innovate and utilize new technologies to improve our services. As our nation increasingly relies on electricity to power the economy, keeping the lights on has never been more important. We're committed to powering—and empowering—our community at a cost local families and businesses can afford.

So how are we working to ensure reliable and affordable power while adapting to a changing energy landscape and our community's evolving needs?

One critical component of reliable power is the mix of energy resources used to generate the electricity that keeps the lights on across central Iowa. You may not realize it, but Consumers Energy doesn't generate electricity. Instead, we purchase it from our energy provider, CIPCO, and from there, we distribute it to homes and businesses throughout our community. Our current energy resource mix is made up of 39.2% wind, 26.9% coal, 7% solar, 3% hydro & landfill gas, 2.4% natural gas, and 21.5% other purchases. See the pie chart of CIPCO's energy resource mix on the next page.

We're increasingly using more electricity generated from renewable energy sources, but we still depend on a diverse energy mix to ensure **reliable** power that's available to our members whenever they need it.

In addition to managing a reliable energy mix, Consumers Energy is using technology to enhance our local grid, limit

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WIN

ONE OF TWO MONTHLY \$5 BILL CREDITS

THIS MONTH'S CONTEST:

Find the missing number. Submit your answer to this challenge for your chance to win! The solution will be published in the January edition of *The Connection*.

2	8	9
3	2	4
3	6	8

◆ ◆ ◆

Winners for the month of October:
Sonya Colvin, Cambridge
Sharee Lind, Ankeny

Here's how to enter:

1. Answer the question or challenge posed each month.
2. Send answers to Consumers Energy with:
 - Name
 - Service Address
 - Account Number
 - Phone Number
 - Email Address

Submit via email or mail:
Email to: kglenney@consumersenergy.coop
Subject line: Contest

Mail to: Consumers Energy
Attn: Contest
2074 242nd Street
Marshalltown, IA 50158

3. Winners' names will be drawn at random and published in upcoming issues of *The Connection*.

Dates To Remember:

December 2023

- 1 Read Meters
- 3 Bills Due
- 4 Automatic Payments Deducted
- 8 Email / Mail Bills
- 25-26 Office Closed Christmas Holiday**
- 27 Automatic Payments Deducted
- 28-29 Read Meters
- 29 Office Closed at 11:30 New Year's Eve Holiday**

January 2023

- 1 Office Closed - Observe New Year's Eve Holiday**
- 3 Bills Due
- 3 Automatic Payments Deducted

Reliable Power for today—and tomorrow *(continued)*

service disruptions, and improve outage response times.

Advanced metering infrastructure, also known as AMI, enables two-way communication between the co-op and members. In the event of a power outage, AMI helps pinpoint the exact location of the outage and can even analyze damaged or tampered meters. We are moving to a full AMI system that will help Consumers Energy save money with real-time data, and ultimately improve power reliability for our entire community.

Proactive tree trimming is another way we limit service disruptions. Scheduled trimming keeps power lines clear from overgrown limbs that are likely to fall. As technology advancements become more accessible, we anticipate using advanced mapping software to better maintain the environment while providing more reliable service.

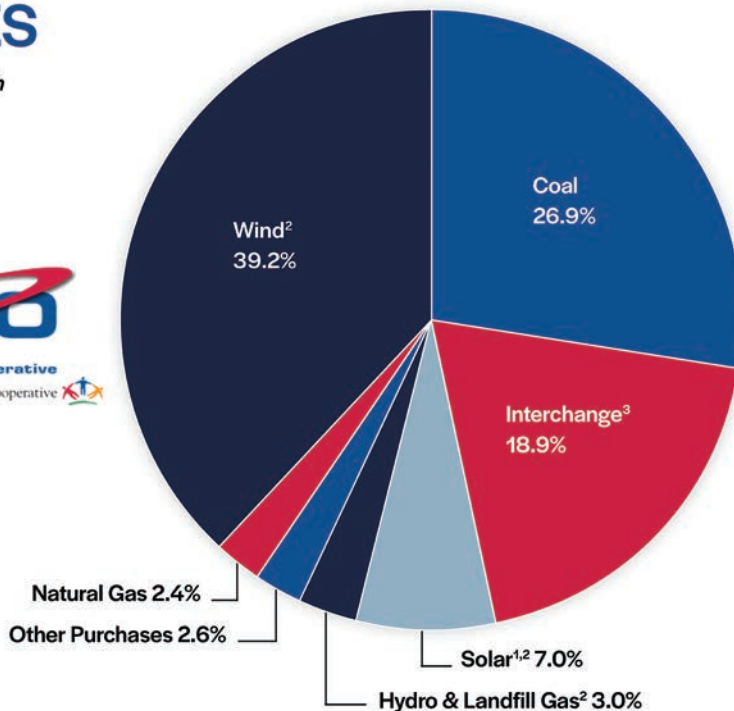
One of the best methods for improving our services to you is monitoring trends and leading practices from other electric co-ops in Iowa and across the country. Learning from other co-ops is one of the many benefits of the cooperative business model because for us, it's about cooperation, not competition.

As we turn our focus to 2024, Consumers Energy will continue working to provide the reliable, affordable electricity you expect and deserve—for today and tomorrow.

Bridget Itzen,
CEO/General Manager

A BALANCED PORTFOLIO OF ENERGY SOURCES

* Represents 3,174 GWh



¹ CIPCO's purchase power agreement for Wapello Solar, LLC, locks in stable, long-term pricing and avoids the risks associated with rising fuel costs. Renewable energy credits (RECs) are not included in this agreement.

² CIPCO invests in the development of renewable energy projects in several ways. We operate six small-scale solar arrays near communities we serve and retain the renewable energy credits associated with each. We also contract with energy producers for the electricity output from wind, hydro, and methane gas from a landfill (converted into electricity). CIPCO cannot claim these resources as renewable within our supply portfolio as we have either sold to third parties or do not receive the renewable attributes associated with the electricity produced from these renewable power sources. By selling these attributes (RECs), we not only support other organizations in meeting their renewable energy goals, we also generate revenue to help us lower our wholesale power rate to our 12 Member-owner distribution cooperatives and 15 municipalities.

³ A percentage of market purchases exist within the portfolio to meet additional supply needs not covered by existing contracts or CIPCO-produced generation. Weather volatility and unplanned operational events at power plants may also impact market purchases.

IS YOUR CONTACT INFORMATION
WITH THE COOPERATIVE CURRENT?

Contact the Member Services Department!

📞 call 800-696-6552

✉️ email info@consumersenergy.coop

🌐 visit www.consumersenergy.coop/contact-us

JAMES HARGER

EMPLOYEE SPOTLIGHT



JOB: LEAD LINEMAN



DREAM VACATION: A WEEK IN THE CARIBBEAN



FAVE BANDS/SONGS: ALWAYS CHANGING - IF IT ROCKS, I LIKE IT.



FAVE MOVIES: EVERYTHING NERDY FROM MARVEL TO LORD OF THE RINGS



FAVE FOOD: ANYTHING THAT SWIMS

Did you buy anything this year that qualifies for a **REBATE?**



If you made purchases of certain electric equipment in the last half of 2023, you may qualify for rebates from Consumers Energy!

Submitting information for your rebate is simple. Members need to complete a form and send in copies of receipts. This can all be done from the website or by contacting the co-op for hard copies of these forms.



Scan this QR code with the camera app on your mobile phone or device to go directly to the Rebates page on Consumers Energy's website!



If you have questions about Consumers Energy's Rebate Program:

call 800-696-6552

email info@consumersenergy.coop

visit www.consumersenergy.coop/rebates

SAVE THE DATE

CONSUMERS ENERGY

2024 ANNUAL MEETING
THURSDAY
AUGUST 1, 2024

COME TO YOUR COOPERATIVE'S ANNUAL MEETING TO ELECT DIRECTORS, HEAR HOW THE CO-OP IS DOING, EAT SOME YUMMY FOOD, AND ENJOY SOME ENTERTAINMENT!

**Attention high school sophomores, juniors, & seniors:
WIN A FREE TRIP OF A LIFETIME!**



2024

**DATES FOR YOUTH TOUR TRIP
TO WASHINGTON, D.C.:**

June 15-21

While on this FREE trip to Washington, D.C., you will:

- Sharpen leadership skills
- Tour historic sites
- Meet Iowa's members of Congress
- Make new friends
- And MUCH more!



To apply, scan the QR code above or visit
www.consumersenergy.coop/youthtour.

For more information, contact Billing and Education Program
Coordinator, Tami Kerwood, at 800-696-6552 or
tkerwood@consumersenergy.coop.



2024 SCHOLARSHIP PROGRAM

Academic Scholarship



**DEADLINE TO APPLY:
MARCH 15, 2024**

Apply for one of Consumers Energy's \$1,000 academic scholarships available to graduating high school seniors!

Applicants must be dependents of members who are pursuing a post-secondary education.

Lineworker Scholarship



**DEADLINE TO APPLY:
MARCH 15, 2024**

For those pursuing a career in the powerline industry, apply for Consumers Energy's \$1,000 Lineworker Scholarship.

Applicants must be residents of the state of Iowa. Preference is given to Consumers Energy members and dependents of members.

To apply, visit www.consumersenergy.coop and click on the Community tab.

For more information, contact Billing and Education Program Coordinator, Tami Kerwood, at 800-696-6552 or tkerwood@consumersenergy.coop.



ATTENTION CONTRACTORS

Momentum is Building is in February 2024!

Sponsored by the Touchstone Energy Cooperatives of Iowa, this conference is for Iowa builders and contractors to earn CEUs, learn about energy efficiency techniques, and network with peers.

Consumers Energy is offering partial sponsorships for local contractors to attend!

The cooperative will pay for half of the registration fee for one attendee per company. Registration includes all sessions & breaks, lunch & the exhibitor reception on Thursday, and breakfast on Friday.



Please contact the Member Services Department at **800-696-6552** or info@consumersenergy.coop to register through Consumers Energy or for more information.

Total registration fee is \$400; Consumers Energy will pay \$200 toward registration. Must be registered with Consumers Energy by January 25 for partial sponsorship.

HOLIDAY EFFICIENCY WORD SEARCH

The holidays are a fun, festive time of year! We typically use more electricity during the holiday season.

Read the holiday efficiency tips below, then find and circle the **bolded** words in the puzzle.



- Decorate your tree with energy-saving **LED lights**.
- Control home heating costs with a smart or programmable **thermostat**.
- Save energy by using a **timer** to turn off holiday lights when you're sleeping.
- If you have a **fireplace**, ask an adult to close the damper when a fire is not burning.
- Open blinds and curtains during the day to let **sunlight** in to warm your home.
- Lower the thermostat when you invite **friends** and **family** over.
(The extra people in your home creates additional warmth.)

HELP US FILL THE BUCKET AGAIN!



Drop off any nonperishable food items for people or pets in November or December at Consumers Energy's offices.

Items will be donated to local food pantries and animal shelters within the co-op's service territory.

Drop off locations:

Marshalltown Headquarters

2074 242nd Street
Marshalltown, IA

Nevada Outpost

919 SW 3rd Street
Nevada, IA



If you are unable to get to the cooperative to donate, contact us at 800-696-6552.

WE WANT TO HEAR FROM YOU!
TAKE OUR MEMBER SURVEY AND
GET A \$5 BILL CREDIT!



Take a short member survey by January 31, 2024, and get a \$5 bill credit!

Go to the website at www.consumersenergy.coop/member-survey-2023 or scan the QR code below to take the survey!



Contact the co-op at 800-696-6552 or info@consumersenergy.coop if you need a hard copy of this survey.

One \$5 bill credit per membership.

Answers to Brain Teasers

THESE WORD PUZZLES WERE PUBLISHED AS THE MONTHLY NEWSLETTER CONTEST LAST MONTH. HERE ARE THE ANSWERS!

SISTER

Little Sister

+DRESS

Address

M MEAL M
E E
A A
L MEAL L

Square Meal

E
K
A
M

Make Up

ICE³

Ice Cube

\$0 all all all

Free for All

CONSUMERS ENERGY BOARD OF DIRECTORS

District 1 - Marshall, Jasper, & Tama Counties:
Denny Beckman
President
dbeckman@consumersenergy.coop

Bill Hobson
Director
whobson@consumersenergy.coop

Pat VonAhnen
Secretary-Treasurer
pvonahren@consumersenergy.coop

District 2 - Story County:
Arden Greiner
Director
agreiner@consumersenergy.coop

Bob Meimann
Assistant Secretary-Treasurer
rmeimann@consumersenergy.coop

Steve Quick
Director
squick@consumersenergy.coop

District 3 - Polk County:
Craig Griffieon
Vice President
cgriffieon@consumersenergy.coop

Tony Lem
Director
alem@consumersenergy.coop

Jennifer Sease
Director
jsease@consumersenergy.coop

Energy Efficiency Cost per kWh:
\$0.000331

To report an outage, call 800-696-6552.

For the most accurate
outage updates, check
SmartHub or
www.consumersenergy.coop
for messages, the statewide
outage map, or call
Consumers Energy.

WAYS TO PAY YOUR CONSUMERS ENERGY BILL



Automatic recurring
monthly payments



Online or the app
www.consumersenergy.coop

By phone 24/7
844-201-7196




By mail



By dropbox

 2074 242nd Street | Marshalltown, IA 50158

 641-752-1593 | 800-696-6552

 641-752-5738

 www.consumersenergy.coop

 info@consumersenergy.coop

OFFICE HOURS
7:30 AM - 4:00 PM
MONDAY - FRIDAY



PATRONAGE CAPITAL CREDITS

- Funds are allocated to members based on electric usage.
- Members receive funds when the cooperative retires margins.



REBATES

- Residential
- Agricultural
- Commercial

**For information on ways to pay or programs and services
offered, contact the Member Services Department.**