

The Connection

POWERING LIVES AND
EMPOWERING THE COMMUNITIES WE SERVE.

CONSUMERS
ENERGY
CO-OP

TIPS TO AVOID ENERGY SCAMS



Solar energy is rising in popularity, and so are solar scams. If a salesperson knocks on your door promising free solar panels at zero cost or that you'll never have to pay your energy bill again, it's likely a scam. If you're interested in solar panels for your home, do your research, get multiple quotes from licensed providers who are reputable, and most importantly, take your time to ensure a smooth process.

Source: Federal Trade Commission

**CALL CONSUMERS ENERGY AT
800-696-6552
IF EVER IN DOUBT.**



What's the most useful preparedness tip from the newsletter activity on page 8-G or the co-op's website?


Answers to last month's contest:
August 21, food, election, Annual Meeting, fun for the whole family!

**WIN ONE OF TWO MONTHLY \$5 BILL CREDITS
IN 3 EASY STEPS!**

- 1** Answer the question or challenge posed each month.
- 2** Send answers to Consumers Energy with the following info:
Name, Service Address, Account #, Phone #, and email address.
- 3** Submit via website, email, or mail:

Scan this QR code, and submit your entry from the co-op's website.

 kglenney@consumersenergy.coop
Subject line: CONTEST

 Consumers Energy
Attn: CONTEST
2074 242nd Street
Marshalltown, IA 50158



WINNERS FOR THE MONTH OF JULY:
ALAN AUKES, BAXTER
MELVIN OSGOOD, MARSHALLTOWN

D A T E S to remember

2025

SEPTEMBER

- 1 LABOR DAY - OFFICE CLOSED
- 2 Read meters
- 3 Bills due
- 3 Automatic Payments deducted
- 9 Email/Mail bills
- 25 Automatic Payments deducted

OCTOBER

- 1 Read meters
- 3 Bills due
- 3 Automatic Payments deducted

Saving Energy During Peak Times Benefits All

Conserving electricity during peak energy use times not only lowers your monthly bill—it can benefit our entire community.

“Peak times” refer to periods of the day when the demand for electricity is highest. Think early mornings when people are getting ready for work or school and evenings when families return home, cook dinner, and unwind with electronics. When everyone uses energy at once, it adds pressure on the electric grid.

Consumers Energy works around the clock to ensure that electricity flows to your home whenever you need it. Behind the scenes, an enormous and intricate system is at work—one of the most complex machines in the world: the U.S. power grid. The grid is made up of three major interconnections that span the country, each managing supply and demand through regional authorities to keep the lights on and our economy running smoothly.



To help beat the energy peak, delay using large appliances like ovens, clothes washers, and dishwashers until later in the evening.

Photo Credit: Scott Van Osdol



The U.S. power grid is made up of three major interconnections that span the country, each managing supply and demand through regional authorities to keep the lights on and our economy running smoothly.

Photo Credit: Scott Van Osdol

Electricity comes from a diverse mix of sources—hydropower, natural gas, coal, solar, wind, and more. Some power plants can respond quickly to spikes in demand, while others are less flexible. Once energy is generated, it travels through high-voltage transmission lines to local utilities, like Consumers Energy, which then delivers it to your home or business through distribution power lines.

When electricity demand surges during peak times, it's more expensive to generate or purchase power. If supply can't keep up, the risk of outages increases. That's why using less energy during peak hours is more important than ever. It not only eases strain on the grid but also helps you save money.

So how can you “beat the peak”? Start by adjusting your thermostat a few degrees during peak hours. Smart thermostats can automate this for you. Delay using energy-hungry appliances like ovens, clothes washers, and dishwashers until later in the evening. Charging your electric vehicle overnight instead of right after you get home can also help.

Small actions taken by many households can lead to big results. When we all work together to reduce energy use during peak times, we protect our power grid, help control costs and ensure reliable electricity for our communities.

Bridget Itzen

Bridget Itzen
CEO/General Manager



**Thank you for
attending the
2025 Annual Meeting!**

**See you there
next year!**



©NRECA

**LOOK FOR
HIGHLIGHTS IN THE
OCTOBER
EDITION OF
*THE CONNECTION.***

WILL RAMIREZ

EMPLOYEE SPOTLIGHT



JOB: WAREHOUSE & PURCHASING COORDINATOR



DREAM VACATION: GREECE TO TOUR THE MOUNTAINS



FAVE PERFORMER: TRAVIS SCOTT



FAVE SONG: 90210



FAVE BOOK: THE 48 LAWS OF POWER



FAVE MOVIE: INTERSTELLAR



FAVE RESTAURANT: OLIVE GARDEN



OTHER FAVES: PLAYING GOLF

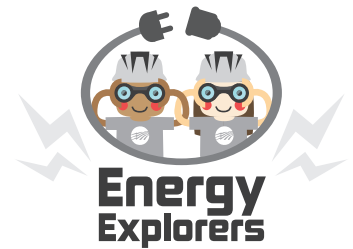


FUN FACTS: BORN & RAISED IN MARSHALLTOWN, IA

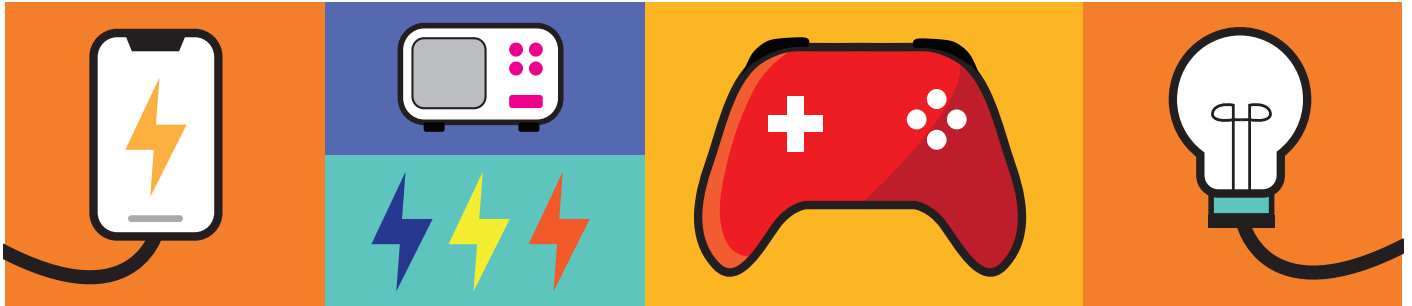


The Value of Electricity

Did you know the average daily cost of electricity is about \$5? When you think about all the ways we use electricity every day, that's a great value!

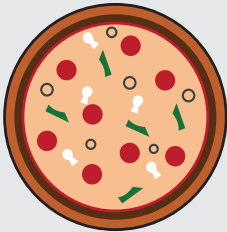


A day's worth of electricity powers: home heating/cooling, electronics, lighting, major appliances and more.



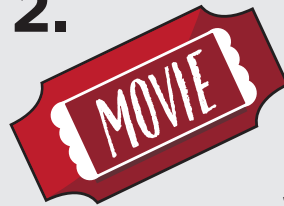
Look at the everyday items below, then add a plus (+) sign next to the items you think cost more than daily electricity. For items you think cost less than daily electricity, add a minus (-) sign.

1.



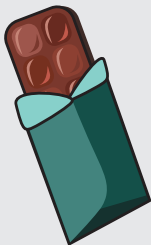
Large Pizza

2.



1 Movie Ticket

3.



Candy Bar

4.



Video Game

5.



Ice Cream Cone

6.



Plush Toy

Answer Key: + '9 - '5 + '4 - '3 + '2 + '1

We're Looking For Students Interested in Public Service and Leadership

High schoolers who attend our Zoom sessions in October will have a chance to win AirPods and a \$1,000 college scholarship!

Guided by our cooperative commitment to community, Consumers Energy has a long history of supporting students in the communities we serve through scholarships and leadership opportunities. We've also been sending deserving high school students to our nation's capital every summer for years as part of the National Electric Cooperative Youth Tour Program.

Iowa's electric cooperatives are pleased to once again offer a virtual opportunity for rural students to learn more about advocacy, electric cooperative career opportunities, and the cooperative business model with a three-part webinar series in October. The Iowa Youth Leadership Academy is open to any high school student in our service area, and they are invited to register at www.IowaYouthTour.com.

"This program is perfect for rural Iowa students who have a passion for public service, leadership or government," remarked Bridget Itzen, CEO/General Manager of Consumers Energy. "We want to raise students' awareness of how local electric co-ops power people's lives and empower communities. We also want to talk about exciting cooperative career paths that are available in smaller communities."

Once students register online for the Iowa Youth Leadership Academy, they can attend the webinars from their own computer or mobile device. Each Zoom session will last around 45-60 minutes and focus on a specific topic:

- **Thursday, Oct. 2, 7:00 p.m. – Cooperative Business Model**
- **Tuesday, Oct. 14, 7:00 p.m. – Advocacy**
- **Thursday, Oct. 23, 7:00 p.m. – Leadership**

At the end of each live session, one lucky attendee will be selected at random to win a pair of Apple AirPods. Students who attend all three sessions will be entered into a random drawing for a \$1,000 college scholarship. All students who register online by September 30 will receive a special box of co-op goodies in the mail.

During the Zoom sessions, students will be inspired by our lineup of speakers and presenters. Participants will learn how to advocate for issues that are important to them and build leadership skills from a dynamic speaker. Attendees will also hear about Iowa Youth Tour. Students with an interest in government and public service are encouraged to apply for this weeklong trip to Washington, D.C. The 2026 Youth Tour is slated for June 14-20 next summer.

Learn more at www.IowaYouthTour.com or contact Tami Kerwood, Billing & Education Coordinator at tkerwood@consumersenergy.coop or 800-696-6552 for more information.



WANTED:
Rural Iowa
high school
students
who have a
passion for
leadership

Attend our webinar
series in October
for a chance to win
Apple AirPods and
a \$1,000 college
scholarship! Learn more
at IowaYouthTour.com



BUDGET BILLING RECALCULATION

Members who participate in Budget Billing:

Budget Billing amounts have been recalculated. A message appeared on the September electric bill similar to the one pictured below. The new amount takes effect on the October billing statement.

The Budget Billing Program allows members to equalize monthly payments. The cooperative recalculates this average two times a year in order to keep the members' averages in line with actual use. The monthly Budget Billing amount is based on members' average electric use, and the recalculation is based on a rolling 12-month average and the current account balance. In order to set accurate amounts for budget billing, members should reside at their current service location for at least 6 months.

For more information, contact the Member Services Department at 800-696-6552 or info@consumersenergy.coop.



Combine Budget Billing with Automatic Bill Payment!



SCAN HERE FOR
THE ONLINE
AUTOMATIC BILL
PAYMENT FORM.

To sign up for Automatic Bill Payment, there are options:

- contact the co-op to send you an authorization form
- sign up using SmartHub online or the app
- complete the form online at www.consumersenergy.coop
 - > Your Account
 - > Ways to Pay
 - > Scroll down to Auto Pay, and click the Authorization Agreement for Automatic Bill Payment to complete the form.



2074 242nd Street
Marshalltown, IA 50158-9137

A Touchstone Energy Cooperative

Providing Our Members With Safe And Reliable Electric Service

View or Pay Your Bill Online
www.consumersenergy.coop

Payment Drop-Off Locations

Nevada Outpost
919 SW 3rd Street
Nevada, IA 50201

Marshalltown Office
2074 242nd Street
Marshalltown, IA 50158
7:30 a.m. to 4:00 p.m. Monday - Friday
Phone: 800-696-6552 or 641-752-1593
Secure Pay Toll-Free Phone: 855-939-3832

Billing Date: 09/09/2025

4 1761

ANY PERSON
1234 242ND STREET
MARSHALLTOWN, IA 50158

Page 1 of 2



Message Center

Your attendance at the 2024 Annual Meeting on August 21st made the event a great success! We are honored to have had you join us, and we look forward to seeing you again next year.

Your monthly budget payment has been recalculated. Beginning next month your monthly budget payment will be \$179.00.

Average Temperatures

This Month: 22
Last Month: 35
Last Year: 24

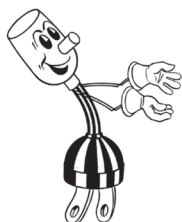
ACCOUNT SUMMARY

Previous Balance	-3.03
Payment Received - Thank You	-200.00
Balance Forward	-203.03
Total Electric Charges	280.28
Account Balance	77.25

Master Account Number 2

Total Budget Amount Due

181.00



Be Prepared!

National Preparedness Month

September is National Preparedness Month! That means it's time to learn how to stay safe during storms, emergencies and other unexpected events.

Answer the questions below, then use the words in your answers to complete the word search!

1. What should you put in an emergency kit?
2. Where should you go during a tornado?
3. What should you do if there's a fire?
4. What is something you can do with your family to get ready for emergencies?



FOR EVEN MORE INFO
ON HOW TO PREPARE,
SCAN HERE OR GO TO:

WWW.CONSUMERSENERGY.COOP/OUTAGE-SAFETY



W	N	A	L	P	P	G	E	T	O	U	T
A	B	A	S	E	M	E	N	T	O	C	F
T	I	R	F	T	F	O	O	D	R	I	I
E	I	A	I	R	S	T	A	Y	O	U	T
R	D	T	S	I	R	F	T	R	P	L	R
B	E	P	R	A	C	T	I	C	E	P	A
A	I	F	F	I	R	S	T	A	I	D	L
T	C	O	L	I	C	E	O	E	A	N	E
T	O	D	O	C	T	O	R	S	M	D	N
E	R	O	O	M	I	N	T	E	R	I	O
R	E	B	A	T	T	E	R	I	E	S	S
O	T	H	G	I	L	H	S	A	L	F	Q

Word Search Challenge!

Find all the words from the answers above using the word bank below.

Words to find:

1. Flashlight
2. Batteries
3. Water
4. Food
5. First Aid
6. Basement
7. Room
8. Get Out
9. Stay Out
10. Plan
11. Practice

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

pvonahnen@consumersenergy.coop

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agreiner@consumersenergy.coop

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Assistant Secretary-Treasurer

rmeimann@consumersenergy.coop

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Vice President

cgriffieon@consumersenergy.coop

Tony Lem

Director

alem@consumersenergy.coop

Jennifer Sease

Director

jsease@consumersenergy.coop

Energy Efficiency Cost per kWh:
\$0.000219

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

Phones are answered
24 hours a day/
7 days a week.



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

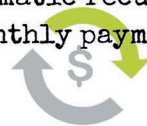
WAYS TO PAY YOUR CONSUMERS ENERGY BILL



Online or the app

www.consumersenergy.coop

Automatic recurring
monthly payments



In person
headquarters
location

By dropbox



Allow 2-3 business
days for payments to
reach headquarters.

By phone 24/7
855-939-3832



By mail



2074 242nd Street | Marshalltown, IA 50158



641-752-1593 | 800-696-6552



855-939-3832



641-752-5738



www.consumersenergy.coop



info@consumersenergy.coop

OFFICE HOURS

7:30 AM - 4:00 PM

MONDAY - FRIDAY

EXCLUDING HOLIDAYS



EDUCATION PROGRAM

- Consumers Energy offers educational programs for FREE!



WATER HEATERS

- Consumers Energy stocks and sells Marathon energy efficient electric water heaters.

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