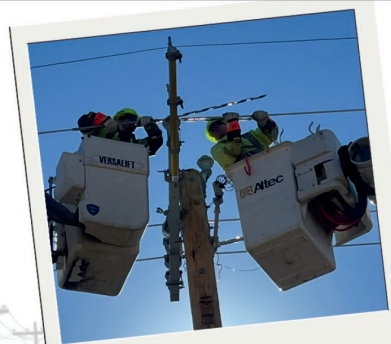
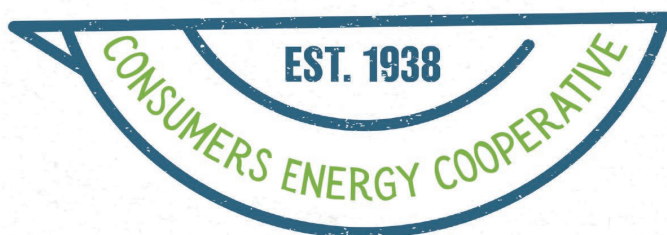


# The Connection

POWERING LIVES AND  
EMPOWERING THE COMMUNITIES WE SERVE.



## CO-OP MONTH



This October, we join cooperatives in celebrating  
**National Cooperative Month** and  
the **International Year of Cooperatives**.

This year's theme, "Cooperatives Build a Better World,"  
highlights how member-owned organizations like  
Consumers Energy Cooperative strengthen communities,  
support local economies, and put people first.

**D A T E S** to remember



- | DATE       | EVENT                       |
|------------|-----------------------------|
| OCTOBER 1  | Read meters                 |
| OCTOBER 3  | Bills due                   |
| OCTOBER 3  | Automatic Payments deducted |
| OCTOBER 10 | Email/Mail bills            |
| OCTOBER 27 | Automatic Payments deducted |
| OCTOBER 31 | Read meters                 |
| OCTOBER 31 | Happy Halloween!            |
| NOVEMBER 1 | Winter moratorium begins    |
| NOVEMBER 2 | Daylight Saving Time ends   |
| NOVEMBER 3 | Bills due                   |
| NOVEMBER 3 | Automatic Payments deducted |



**What  
donations are  
being collected  
by the  
cooperative in  
the months of  
October &  
November?**

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 AUGUST:  
JOE & JODY MELCHER, NEVADA  
ROSEANN NYMEYER, MARSHALLTOWN



# CO-OP'S 87<sup>th</sup> Anniversary Annual Meeting Held August 21

Consumers Energy celebrated the cooperative's 87th anniversary on Thursday, August 21, 2025, by hosting an Annual Meeting at its headquarters facility in Marshalltown. Over 180 member accounts were represented with members and guests there to hear speeches and reports. **Elected to three-year terms for the co-op's Board of Directors were: Bill Hobson of Marshalltown, Ken Grant of Nevada, and Craig Griffieon of Ankeny.**

The Nominating Committee met on April 29, 2025, to begin the nomination process for director candidates to fill the vacancies created by the expiring terms of Bill Hobson, retiring director Arden Greiner, and Craig Griffieon. The following members were nominated to be voted upon for the election:

Three-Year Terms (One elected from each district)

District No. 1 for Marshall, Jasper, & Tama Counties:

Bill Hobson of Marshalltown  
Jay Reisetter of Marshalltown

District No. 2 for Story County:

Ken Grant of Nevada

District No. 3 for Polk County:

Craig Griffieon of Ankeny



*Bill Hobson  
Marshalltown*



*Ken Grant  
Nevada*



*Craig Griffieon  
Ankeny*

The Annual Meeting meal was catered by Hy-Vee serving pulled pork sandwiches, chips, fruit, bottled water, and ice cream treats. Entertainment at the event included Education Program fun. The Annual Meeting began at 6:00 p.m. with President Denny Beckman presiding over the meeting. Reports were presented by Secretary-Treasurer Pat VonAhnen, Nominating Committee/Election & Credentials Committee Chairperson Loyd Nelson, and CEO/General Manager Bridget Itzen. The 2025 Youth Tour representative, Jake Buell, provided a video of his experience in Washington, D.C. in June of this year.

## Co-Op Members Assist Others Through Operation Round-Up® Program

Consumers Energy's members contributed \$2,040.30 to the cooperative's Operation Round-Up Program from July 1, 2024, to June 30, 2025, that was distributed to local community action agencies. The cooperative was able to assist 13 families who needed economic assistance with their energy bills. Currently, 249 members are donating funds to Operation Round-Up.

Operation Round-Up is a program designed for members who wish to donate small change each month to cooperative members who need economic assistance with their energy bills. Members who sign up for this program can have their monthly electric bill rounded up to the next highest dollar or specify an exact dollar amount to contribute monthly to the program. The co-op then annually distributes the Operation Round-Up funds to local community action agencies to assist low-income families with winter heating bills and winterization of their homes.

### How does the Operation Round-Up Program work?

There are two options for participating in Operation Round-Up. The commitment chosen would be effective with the month's bill following receipt of the Authorization Form.

- Each month Consumers Energy "rounds up" the electric bills of participating members to the next highest dollar. For example, a member's monthly bill of \$160.73 would automatically be rounded up to \$161 with the additional 27 cents going to the Operation Round-Up Program.
- Another option available for this program allows members to specify an exact dollar amount to be contributed each month.

### Submit Authorization Form to Participate in Operation Round-Up!



Would you like to donate funds to Operation Round-Up to help others in need of assistance with their energy bills? To enroll in Operation Round-Up, members should complete the included Authorization Form and return it to the cooperative office, visit the website at [www.consumersenergy.coop/operation-round-up](http://www.consumersenergy.coop/operation-round-up), or scan the QR code included here.

Additional questions can be answered by contacting the co-op's Member Services Department at 800-696-6552 or [info@consumersenergy.coop](mailto:info@consumersenergy.coop).

### Authorization Form

Choose only one option:

- ☐ Yes, I would like to participate in the Operation Round-Up Program. I wish to have my monthly electric bill rounded up to the next highest dollar.
- ☐ Yes, I would like to participate in the Operation Round-Up Program. I wish to contribute \$\_\_\_\_\_ per month to the Operation Round-Up Program, and the amount will be added to my monthly electric bill.

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_

Zip \_\_\_\_\_

Email \_\_\_\_\_

Account Number \_\_\_\_\_



Please return to:  
Consumers Energy  
2074 242nd Street  
Marshalltown, IA 50158



# 2025 ANNUAL MEETING PRIZE WINNERS



\$50 CASH



ELECTRIC PRESSURE WASHER



QUIET GENERATOR



\$25 BILL CREDIT

Steven & Marian Hyde, Marshalltown  
Don Lutes, Gilman  
Shelly Nadler, State Center  
Renita & Donald Irvin, Nevada  
Richard Beekman, Kelley  
Jon & Linda Carleton, Colo  
Richard & Nancy Sorenson, Ankeny  
Elvin Hebner & Cindy Taylor, Elkhart  
Don Buell, Elkhart

James & Joan Haskell, State Center  
C.D. Henry, Nevada  
Tammy Gelow, Ankeny

Merrell & Mona Kilborn, Marshalltown

MAILED-IN BALLOT PRIZES

Marilyn Baldus, Ames

Duane & Mary Janssen, Marshalltown

Sandra Streeter, Nevada





# HELP US FILL THE BUCKET!



**Drop off any nonperishable food items for people or pets in October and November 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.

## **Coming in November: A New Look for Your Bill**

We're giving your monthly electric bill a fresh new look starting in November. The updated design was created to make your bill easier to read and understand, while still giving you all the important information you expect.

### **What's changing:**

- **Cleaner layout** – Key details like your balance, due date, and account number are easier to find.
- **Simplified design** – The bill is more streamlined, so you can spot the information you need at a glance.
- **Helpful insights** – Usage history and account details are displayed more clearly, so you can better track your energy use month to month.

### **What's not changing:**

- **The information itself** - your balance, payment options, and account details - remains the same. Only the way it's presented is different.

We hope this new design makes managing your account simpler and clearer. If you have any questions about your new bill, please visit [www.consumersenergy.coop](http://www.consumersenergy.coop), email us at [info@consumersenergy.coop](mailto:info@consumersenergy.coop), or call us at 800-696-6552.



## **Russ Mjolsness Happy Retirement!**

*After 23 years of dedicated service to the cooperative membership as a Journeyman Lineman, Russ Mjolsness has officially retired.*

# Navigating Your New Electric Bill

Follow the numbers below as a guide to reading your new billing format.

1. Amount due on account.
2. Your account number. Please refer to this number when calling in or making payments.
3. Billing Summary shows activity since last billing.
4. Message Center for important messages from Consumers Energy.
5. Meter location and meter reading information.
6. By following the graph key, you can see monthly usage and can compare your usage with the previous year.
7. Current detail of charges.
8. Account number and amount due. Return stub with your check or cash payment.
9. Ways to pay online and on our SmartHub app. We accept Visa and MasterCard, Discover and American Express.

On the reverse side of the bill, you will find a place to update personal information that appears wrong on the front side of your bill, information on signing up for SmartHub, and additional information on ways to pay your bills.

Visit us online at [www.consumersenergy.coop](http://www.consumersenergy.coop)  
Phone: (800) 696-6552 or 641-752-1593  
Toll Free: (855)-939-3832

**Member Name** JOHN DOE  
**Account #** 99999999

**Billing Date:** 06/09/2025  
**Current Bill Due Date:** 07/03/2025

**Previous Balance** \$128.31  
**Payment Received** -\$128.31  
**Adjustments** -\$5.72  
**Balance Forward** -\$5.72  
**Current Charges** \$91.24  
**Total Amount Due 07/03/25** \$85.24

**Important Messages**

Help us Shine the Light on community volunteers this June! Do you know a community volunteer who goes above and beyond? If so, consider nominating them for this contest giving them a chance to win \$3,000 for their local charity. Visit [IowaShineTheLight.com](http://IowaShineTheLight.com) for details.

**Total Amount Due**  
**\$85.24**  
**Due Date:** 07/03/25

**Service Address:** 123 ANY ST.  
**Description:** House

Meter No.	Reading Dates From	To	Previous	Present	Mult	kWh Usage	Demand Reading	Description
9999999	05/01/25	06/01/25	64375	64828	1	453	2.3	10A RESIDENTIAL

**Kilowatt Hours** Monthly Use Monthly High Monthly Low Temp

**Current Service Detail**

Service Charge	453 kWh @ .0680	\$30.50
Energy Charge	453 kWh @ .0680	\$30.80
Purchased Power Adj Chg	453 kWh @ .009605	\$4.35
Distribution Charge	453 kWh @ .0545	\$24.69
County Tax		\$0.90
<b>Total Current Charges</b>		<b>\$91.24</b>

**Energy Usage Comparison**

This Month	Last Month	This Month Last Year	Avg Daily Use	Avg Daily Cost	Avg Daily Temp
1,347 kWh 30 days	926 kWh 30 days	1,377 kWh 31 days	45 kWh	\$4.61	83°F

**KEEP SEND**

**CONSUMERS ENERGY** 2074 242nd Street, Marshalltown, IA 50158

**PAY YOUR BILL 24/7**  
ONLINE: Check or credit/debit card at [www.consumersenergy.coop](http://www.consumersenergy.coop) or download SmartHub mobile app.  
PHONE: Secure Pay Toll-Free 855-939-3832

**JOHN DOE**  
123 ANY ST  
ANYWHERE, USA 99999

**CONSUMERS ENERGY**  
2074 242ND STREET  
MARSHALLTOWN, IA 50158-9137

**Account Number** 999999999  
**Balance Forward** -\$5.72  
**Current Charges** \$91.24  
**Total Amount Due 07/03/2025** \$85.52  
**Total Amount Due After 07/03/2025** \$87.52

Checks must be in U.S. funds and drawn on a U.S. bank.

**CONSUMERS ENERGY**  
2074 242ND STREET  
MARSHALLTOWN, IA 50158-9137

Please remember to visit us at [www.consumersenergy.coop](http://www.consumersenergy.coop) and sign up for SmartHub. SmartHub is a fast and convenient way to view usage history, make a payment, and manage your account.



# KEVIN PETERSON

## EMPLOYEE SPOTLIGHT



**JOB: OPERATIONS MANAGER**



**DREAM VACATION: ANY LAKE OR OCEAN GETAWAY**



**FAVE BANDS: METALLICA; AC/DC**



**FAVE SONGS: 80S MUSIC**



**FAVE MOVIE: THE HANGOVER**



**FAVE FOODS: RED LOBSTER; SHRIMP & CRAB LEGS**



**OTHER FAVES: BUILDING THINGS**



## Congratulations

## ON YOUR NOMINATIONS!

### Shine the Light

is a statewide contest which focuses on Cooperative Principle 7: Concern for Community. This is an award presented by the Touchstone Energy Cooperatives of Iowa to celebrate Iowa's local volunteers who make a difference in their communities.

Consumers Energy had three nominees this year. While those nominees did not win one of the grand prizes for their charities, they did get donations made to their charities by both Consumers Energy & CIPCO, Consumers Energy's power supplier.



**MEMBER PETE HUNTER NOMINATED CHRISTOPHER ALLEMAN FOR HIS WORK WITH THE ALLEMAN BETTERMENT COMMITTEE.**

**MEMBER REED MOORE NOMINATED LYNN MARR-MOORE FOR HER WORK WITH CHARLIE'S ANGELS CYSTIC FIBROSIS FUNDRAISING TEAM. PICTURED ABOVE IS LYNN WITH HER GRANDDAUGHTER CHARLIE WHO SUFFERS FROM CYSTIC FIBROSIS.**



**MEMBER AMBER NUSBAUM NOMINATED MICHAEL NUSBAUM FOR HIS WORK WITH THE SCOUTS OF AMERICA TROOP 128.**

THE SHINE THE LIGHT CONTEST ACCEPTS ENTRIES THROUGHOUT THE MONTH OF JUNE.

VISIT [WWW.IOWASHINETHELIGHT.COM](http://WWW.IOWASHINETHELIGHT.COM) FOR MORE INFORMATION.

# Daylight Saving Time ends

The end of daylight saving time is a great time to go through your fall home maintenance checklist. Here are some items to include:

**SET YOUR CLOCKS  
BACK  
ONE HOUR**



**RESET THE TIMER  
ON YOUR WATER  
HEATER**



**CHANGE YOUR  
SMOKE DETECTOR  
BATTERIES**



- Check the expiration date on fire extinguishers and replace if necessary.
- Change the rotation of your ceiling fans to rotate clockwise at a low speed.
- Remove hoses, and shut off exterior faucets.
- Add weatherstripping around window and door frames. Get door sweeps ready.
- Measure attic insulation. It may be time to add more.
- Inspect your garage door(s).
- Remove any items from the garage that may freeze.
- Clean dryer vents.
- Schedule chimney cleaning and heating system maintenance.
- Replace furnace filters.
- Care for trees and shrubs.
- Rake leaves.
- Clean gutters and downspouts, and inspect your roof.
- Make exterior repairs.
- Seal gaps where critters could enter.
- Check walkways, railings, stairs, and driveways for winter safety.
- Start thinking about stocking up on winter supplies.
- Check your home for radon. Fall is a great time to check it! As the weather gets cooler and windows stay shut more, radon is more likely to get trapped in your home.
- Apply for rebates if applicable.

SCAN HERE  
FOR REBATES.



Questions? Contact Energy Advisor Jeff Lanning at 800-696-6552 or at [info@consumersenergy.coop](mailto:info@consumersenergy.coop).

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



## Co-op Month Word Search

**Did you know October is National Co-op Month?**

Read the following facts to learn how co-ops are unique, then find and circle the **bolded** words in the puzzle.

### Fun Facts about Co-ops:

- Co-ops and their members work **together** toward a common goal.
- Co-ops are local organizations, so they understand the **communities** they serve.
- All co-ops operate according to the same set of seven cooperative **principles**.
- Concern for community is the seventh **cooperative** principle.
- Co-ops don't serve customers; instead, they serve **members**.
- Co-ops are led by the **local** members they serve.



## 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

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:  
\$0.000219

## 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](http://www.consumersenergy.coop), the statewide outage map, or call Consumers Energy.

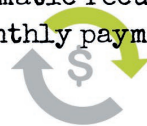
## WAYS TO PAY YOUR CONSUMERS ENERGY BILL



Online or the app

[www.consumersenergy.coop](http://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](http://www.consumersenergy.coop)



[info@consumersenergy.coop](mailto:info@consumersenergy.coop)

### OFFICE HOURS

7:30 AM - 4:00 PM

MONDAY - FRIDAY

EXCLUDING HOLIDAYS



OPERATION ROUND-UP

- Help your neighbors with heating bills.
- Donate spare change monthly by rounding up your electric bill.



for bill payment options

FREE PAYMENT OPTIONS

- ALL of Consumers Energy's payment options are FREE for members!

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