

Practice What We Preach

Hawkeye REC Director Dean Nierling made the decision when he built his new home to go all electric. As a director of Hawkeye, Dean was



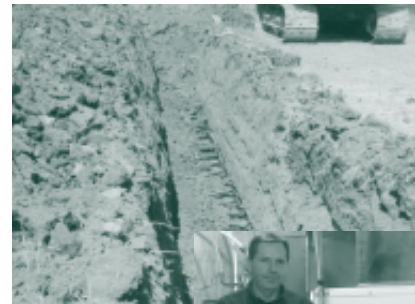
Dean Nierling, Hawkeye REC Director, practices what Hawkeye preaches to members by building an all-electric home.

aware of the advantages and efficiencies of electric heat, specifically geo-thermal. The 2000 sq. ft. home was designed by Dean and his wife Ardie, with the help of Ridgeway Lumber. After having the house framed by Numedahl Construction, Dean and his son Matt finished the home, with the help of family and friends. Dean is an experienced electrician and Matt built all the cabinetry. The project took the father-son team about ten months to finish as they had to fit carpenter work in between their farming operations. Dean and Matt farm 1500 acres, have a 50 head dairy herd and also do custom farming for area neighbors.

The Nierling's chose to have a hot water system in all the floors, including the garage, and forced air for cooling the house.



Johnson's Plumbing and Heating of Lime Springs installed an 8-ton WaterFurnace ground source heat pump system for the Nierlings. Dean also assisted with this process. A WaterFurnace system uses the Earth's thermal properties in conjunction with electricity to provide unprecedented efficiency. For every unit of electricity the system uses, it provides four units of heating energy, giving a geothermal system a 400 percent efficiency rating, on average. These numbers can translate into real savings on your utility bills year-round.



A ground source heat pump system, including the underground loops, costs approximately \$2,500 per ton of capacity, more or less, depending on the type of system you install.

Dean realized the up front costs of the ground source heat pump are more expensive than conventional heating units, but he knows that the rewards come later down the road when he receives his monthly utility bill. An average \$45 to \$95 (or more, depending upon propane costs) per month is the additional savings that Dean looks forward to! On top of that, in accordance with Hawkeye's incentive programs, Dean received a \$1,280 rebate and qualified for the interruptible rate offered to members with a required backup system.

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"Our vision is to provide access to safe, dependable and affordable electric services."



Tom Miller
General Manager

"To Whom It May Concern"

We like it when our members drop a note in their electric bill. We get all kinds of notes both happy and "nasty grams," as they are affectionately termed. The topics of the notes are sometimes far reaching. The lengths of the messages vary and may be nothing more than a smiley face. And, some of the messages are "To Whom it may concern." These member messages usually imply an answer would be appreciated. We try to respond in one form or another.

About a year ago we received a lengthy note about a meter reading concern. It seems the gentleman was elderly and reading the meter was a difficult task for him. The meter was on the side of the house and the ground near the foundation sloped away from the house. Although the meter measured about six feet off the ground, reading the dials on the meter seemed more like eight feet or better. After dodging a bush, trudging through the snow, skating on the frozen tundra, and looking through trifocals at the dials above his head, its understandable the message was signed "85 year old grump."

We responded with a letter, a telephone call, and a personal visit. Personal visits were

made to visually see the meter and the situation. Unfortunately, we never met face-to-face with this member. After viewing the meter location, a couple of phone calls were attempted. When our member was finally reached by phone, our call was greeted with "I don't want to talk to you." But, notes from this member continued arriving at the co-op.

In our letter we described our journey to automated meter reading (AMR) and requested his patience. We are very close to deploying AMR system wide; a few more details pending. The dialogue continued with a rebuttal to our letter. We had several letter exchanges. Every month for the next ten months we received a bill for \$10, representing our members efforts for reading his meter. The communication line remained open through written notes.

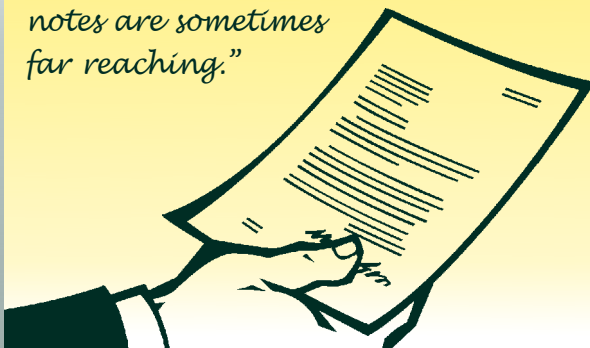
All of a sudden the bill for \$10 didn't show up. Our first thought was the member gave up on his issue or accepted our plea for patience. The second month passed without a note and his communication was missed. Then a phone call came from the family with the meter reading. We learned the "85 year old grump" had passed away. Our hearts were saddened.

A phone call, note, email, formal letter, face-to-face conversation or a simple mention in passing are all forms of communication. Communication is a behavior. All communication with each other is relational. Although we never met formally with the "85 year old grump", we had a relationship. We are sorry that we could not deliver automated metering as soon as we would have liked.

To Whom It May Concern:



"The topics of the notes are sometimes far reaching."



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- ◆ Electric Usage Audits
- ◆ New Home Consultations



Please contact us for more information.

1-800-658-2243 or 547-3801

www.hawkeyerec.com

Certified Safety Professional

Hawkeye's Safety & Compliance Coordinator, Mark Zweibohmer has recently completed all requirements for certification as a Certified Safety Professional (CSP). Mark has been a shared employee (part-time between four cooperatives) for 13 years and resides in Ossian. This highly respected certification is awarded to individuals who meet academic standards, satisfy professional safety experience requirements, and have passed two rigorous examinations. The examinations cover engineering and management aspects of safety, applied sciences, legal and regulatory matters, professional affairs and ethics, and other safety-related topics.



Certified Safety Professionals specialize in protecting workers, the public, property, and the environment by identifying, evaluating, and controlling hazards. The CSP manages programs aimed at compliance with safety principles, federal, state, and local laws, and regulations. The ASP must complete professional safety experience requirements and pass a 5½ hour Comprehensive Practice examination to obtain the CSP designation.

Map of Outages

| | | | | | | | |
|----------------------------|--|---|----------------------------|---|--|--|---|
| OAKDALE 1 | CHESTER 2 | FOREST CITY 3 Fuse | ABLIION 4 | FREMONT 29 Member's Side-Entrance | BURE-OAK 30 Bird | HESPER 31 Conductor/Primary Connector | HIGHLAND 32 |
| JAMESTOWN 8 Fuse-ICE | SALATOGA 7 | HOWARD CENTER 6 | VERNON SPRINGS 5 | ORLEANS 36 | BLUFFTON 35 | CANOE 34 Fuse | PLEASANT 33 Fuse Street-OCR |
| AFTON NORTH 9 | HOWARD NORTH 11 | PARIS NORTH 13 Scheduled Pole Replacements | NEW OREGON NORTH 15 | LINCOLN 37 Fuse | MADISON 38 Fuse | DECORAH 39 Scheduled Pole Replacements | GLENWOOD 40 Fuse Scheduled Line Repairs |
| AFTON SOUTH 10 | HOWARD SOUTH 12 | PARIS SOUTH 14 Conductor/Primary Conductor/Primary | NEW OREGON S 16 Fuse | SUMNER 44 | CALMAR 43 | SPRINGFIELD 42 OCR-FIRE | FRANKVILLE 41 Track pulled Wire Neutral Wire |
| DEERFIELD N 23 | WASHINGTON N 21 | JACKSONVILLE N 18 | UTICA NORTH 17 | JACKSON 45 Customer FIRE | WASHINGTON 46 Car fire Anchor | MILITARY 47 | BLOOMFIELD 48 |
| CHICKASAW 25 | DAYTON 26 Member's Side-Entrance | NEW HAMPTON 27 Conductor/Primary | STAPLETON 28 | Pole Change outs | | | |

December 2005

Have you experienced an outage lately?

You could win a Free Trip to Washington, D.C.



Hawkeye is sponsoring a FREE trip to our nation's capitol, June 10-15, 2006. It's a perfect opportunity to travel, work with REC leaders, and enhance your leadership skills! Fill out the form below and send to Cindy at Hawkeye REC. You will receive Youth Tour study materials and an open book test which must be completed and returned to Hawkeye by March 20, 2006.

The five students with top scores will qualify for the final examination and judging. Judges will select the winner of the Washington D.C. trip and an alternate. For more information regarding the Youth Tour, please visit: www.hawkeyerec.com or contact Cindy at 563-547-3801.

Log-on to www.hawkeyerec.com to complete the open book test and submit.

**Deadline
March 20,
2006**

**ATTENTION
High School
Sophomores
& Juniors**

Invest in your future! Sign up now to compete with area students for your chance to win an unforgettable trip to our nation's capitol. Complete application form and return to: Hawkeye REC, Attention: Cindy, PO Box 90, Cresco, Iowa 52136.

Iowa REC Youth Tour • June 10-15, 2006

Name: _____ Age: _____ Grade: _____

School: _____

Signature: _____

We certify that we are the parents or legal guardians of the youth who has signed above and that we give our permission for him/her to participate in the Youth Tour 2006 Contest and to participate in the trip to Washington, D.C. should he/she be selected.

Date: _____ REC Service Location No: _____

Signature(s): _____

Address: _____

City: _____

State: _____ Zip: _____ Phone: _____

NEW This Year

You can now fill out the application form online, print & sign the form and return to Hawkeye. After you receive the study materials, log-on to www.hawkeyerec.com to complete and submit the test online.



Hawkeye will award five \$500 scholarships

Any graduating high school senior, whose parents or guardians are members of the Cooperative, are eligible for the scholarship. The applicant must be a student who is enrolled or planning to enroll, in a full-time undergraduate course of study at an accredited college, university or vocational/technical school in the fall of 2006. The applicant must be a U.S. citizen.

How Do You Apply?

Applications are available at your area high school guidance counselor office or at the REC office in Cresco. Applications can also be downloaded and printed on Hawkeye's website at www.hawkeyerec.com.

Return the completed application to the Cooperative by April 14, 2006 with the following:

- ◆ Copy of the student's high school transcript
- ◆ Letter of recommendation from a teacher or school administrator
- ◆ A minimum 250-word essay including the two following items:
 - ▶ What your career goals are and how the Cooperative scholarship will help you meet your goals.
 - ▶ In your opinion, what do you believe is Hawkeye's largest challenge?

Vehicle for Sale

- ▲ 1991-Ford F Super Duty 4X4
- ▲ 7.3 Diesel engine
- ▲ 5 speed manual transmission
- ▲ 9' Crystal Contractor Dump Box - 10 Ton
- ▲ 7'6" Western Plow (Model #23937)
- ▲ 216,654 miles
- ▲ All maintenance and service records



Why would you want to be a director for *YOUR* Cooperative?

As we go through life it seems we are always looking for ways to gain more knowledge. We also know that our community involvement is vital to the survival of rural Northeast Iowa and our area communities. When past directors have retired, they always remark how serving as a director has enriched their lives and how thankful they are to have had the opportunity to work for their local electric cooperative.

Becoming a director offers you the opportunity to expand your horizons by:

- ▶ Learning more about the electric utility industry
- ▶ Gain knowledge of how a cooperative operates
- ▶ Become more involved in national and state organizations
- ▶ Work closely with local and state legislative representatives
- ▶ Create new relationships with other directors from Iowa and across the nation

Consider becoming part of your electric cooperative by contacting one of the following committee members for your area or Hawkeye's office. Any member may be nominated by volunteering their name or being appointed by the nominating committee.

2006 Nominating Committee Members

Joe Kelly, Chester
563-565-4561

Ray Rance, Lime Springs
563-547-4731

Kenneth Ehler, Calmar
563-562-3895

Keith Sersland, Decorah
563-382-8211

Tom Sabelka, Lawler
563-569-8383

Thomas Recker, Alta Vista
641-364-7386

At this year's annual meeting the members will elect one director from Chickasaw, Howard and Winneshiek Counties.

Directors up for re-election:

Chickasaw County:
Dean Fisher

Howard County:
Roger Nibaur

Winneshiek County:
Charles Frana

Plan to Attend Hawkeye's Annual Meeting

April 10, 2006
Crestwood High School
7 p.m. Business Meeting

Welcome

Hawkeye REC welcomes New Members

Dan J. Luzum Calmar
 Kenneth Carolan Ridgeway
 Dawn DePaul Decorah
 Josh Pedretti Cresco
 Tim Meyer Barrington, IL
 Benjamin P. Moore Iowa City, IA
 Elmer Miller Cresco
 Carol Bergan Decorah
 Melissa B. Johnson Elma
 Jeffrey & Linda Ptacek Cresco
 Ted Phillips Calmar
 Greg M. Schmitt Fort Atkinson
 Sharla Fencel & Charlene Wilkins Calmar
 Dean A. Dietzenbach Waucoma
 Roscoe W. Neebel Decorah
 Gerald P. Jr. & Marcella Berg Calmar
 Justin Moellers Cresco

James E. Bass Lime Springs
 Richard D. Hahn LeRoy, MN
 M&C Reis Dairy, LLC Lime Springs
 H&B LLC Calmar
 Travis J. Holthaus Decorah
 Ronald D. Boice Decorah
 Jason Woods Monona
 Lorna Bertagnolli & April Mallan Cresco
 Mark C. Gavle Decorah
 Wilbur Ford Sales Inc. West Union
 Steve Carnesi Decorah
 Rita Brandenburg Waucoma
 Lifetime Gutters & More, LLC Decorah
 James Koenig McIntire
 Upper IA Construction Cresco
 Lyle Rodman Decorah

Curing Winter Window Problems

New super windows cure winter sweats and save energy

Every year as winter approaches I get numerous calls from folks telling me that their windows are sweating, causing wood rot, mold and mildew, and other undesirable problems. One of my favorite answers is, "Windows don't sweat, a football player sweats." Actually, the proper word is condensation. But I personally think sweat sounds best, so we'll say windows "sweat."

Simply put, windows "sweat" because the windows are colder than the dew point of the air in the room. Only two steps will prevent this problem.

#1 - Make the window warmer

Consider this. What happens if you set a glass of cold iced tea on the coffee table? First mother screams, "Don't set that there, it will leave a ring on the table!" What is happening? The cold surface from the glass is below the dew point. Moisture in the air moves to that cold spot and turns to water. Solution - warm the glass. For example, if you pour that same glass of iced tea into a Styrofoam cup, no condensation occurs because the Styrofoam cup is warmer than the dew point in the room.

#2 - Lower the humidity

If you are having moisture problems on your windows in the winter, perhaps the most economical solution is to lower the humidity in the room. Determine the source of the moisture. Is it from having lots of plants; is it from not using the vent fan when showering, bathing, or cooking? If your house is on a slab, most humidity comes from not using a vent fan in kitchens and bathrooms, as well as bad duct work and air infiltration.

However, if your house has a crawl space, the condensation on your windows is most likely coming from your crawl space. Eliminate water and moisture problems under your house by totally sealing the ground and foundation walls with heavy plastic and close the foundation vents.

In either case, the solution might be to make the windows warmer, which means adding storm windows or by replacing existing windows with super high efficiency windows.

A Doug Rye house will require just about half as much energy as the av-

erage house built in America. Once that house is constructed to my standards, which includes caulking, cellulose insulation, Marathon water heaters, etc., the single biggest source of energy loss in that house will now be windows.

Only recently have I been able to obtain a triple-paned (that's right, three panes of glass) with two coats of low-e glass and krypton gas. It's a super window.

Here's an example of how well these super windows work. In Gatlinburg, Tenn., last winter, it was 4 degrees below zero and inside a house built with these triple-paned windows, the surface temperature of the window was 72 degrees. That's almost no heat loss.

What are the advantages of a super window? First, it has a u-value of .21 and a solar glazing coefficient of .33. That simply means that it is as energy efficient as any window available today. Never cold, never hot, never any window sweating, and lower utility bills. Exactly what everyone would like to have, right?

These windows are good for existing homes, too. If you are going to spend money for replacement windows, why not buy the best?

- Mark Your Calendars -

Your local electric cooperatives are sponsoring the 2nd Annual Home Efficiency Expo on Wednesday, March 8th. Watch for more information in next month's newsletter.



| MARCH 2006 | | | | | | |
|------------|----|----|----|----|----|----|
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| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | |

—Source: Doug Rye

Doug Rye is the "Doctor of Energy efficiency—the King of Caulk and Talk". Visit his website at www.dougrye.com, e-mail him at info@philliprye.com, or call (888)-Doug-Rye or (501) 653-7931. You can also sign up for a free newsletter and order his "how-to" videotapes.

Recipes...

Favorite "Souper Bowl" recipes



Send or e-mail your favorite recipe. If we print your recipe in our newsletter you'll receive \$5 off your next electric bill.



E-mail to: mmoellers@hawkeyerec.com

February - Quick & Healthy Recipes

March - Out-of-the Ordinary Cakes

Cheesy Potato Soup

- 2-½ c. water
- 1-½ c. chopped celery
- ½ c. chopped onion
- ½ c. chopped carrots
- 3-½ c. diced potatoes
- 2-¼ t. instant chicken bouillon (3)
- 4 T. flour
- 2-¼ c. milk & 1 T.
- 9 oz. or 13-½ slices of American cheese

In a covered 3 qt. sauce pan, boil water, bouillon, celery, onion, carrots & potatoes for 15-20 min. or until vegetables are tender. Mix together flour & milk so there are no lumps. Pour into soup. Stir well while heating until soup thickens. Separate cheese slices & put into soup. Heat & stir until all is heated & cheese is dissolved, about 10 min. DO NOT OVERCOOK.

Theresa Hudecek • Protivin, IA



Broccoli-Wild Rice Soup

- 5 c. water
- 1 pkg. (6 oz.) long grain & wild rice mix
- 1 can cream of chicken soup
- 1½ c. milk
- 8 oz. fat-free cream cheese, cubed
- ¼ t. salt
- 10 oz. frozen, chopped broccoli, thawed
- 1 large carrot, shredded

In large saucepan, combine water and rice mix (with seasoning pkt.) Bring to a boil. Reduce heat, cover, and simmer for 20 minutes. Add soup, milk, cream cheese and salt. Stir until cheese is melted. Add broccoli and carrot. Cook over medium-low heat for 5 minutes.

Geraldine Otto • Lime Springs, IA

Broccoli Soup

- ¼ c. butter
- ¼ c. flour
- 1 ¼ c. chicken broth or 2 bouillon cubes
- ½ c. broccoli
- 1 ¼ c. milk
- ½ c. Velveeta cheese
- 1/8 t. salt & pepper

Melt butter and mix in flour. Add chicken broth or bouillon. Cook over medium heat until it thickens slightly. Add milk, cheese, salt, pepper and ½ c. or more cooked broccoli.

Judy Spalla • Canton, MN

Slow Cooker Taco Soup

- 1 lb. ground beef
- 1 onion, chopped
- 1 16-oz. can chili beans, with liquid
- 1 15-oz. can kidney beans, with liquid
- 1 15-oz. can whole kernel corn, with liquid
- 1 8-oz. can tomato sauce
- 2 c. water
- 1 14.5-oz. cans peeled and diced tomatoes
- 1 4-oz. can diced green chile peppers (adjust to taste)
- 1 1.25-oz. pkg. taco seasoning mix
- Garnishes such as corn chips, shredded cheese and sour cream.

In a medium skillet, cook the ground beef until browned over medium heat. Drain and set aside.

Place the ground beef, onion, chili beans, kidney beans, corn, tomato sauce, water, diced tomatoes, green chile peppers and taco seasoning mix in a slow cooker. Mix to blend. Cook on low for eight hours.

Top bowls with corn chips, shredded Cheddar cheese and a dollop of sour cream. Makes 8 servings.

DATES TO REMEMBER

BILLING CYCLE DATES

- Jan. 25** Member reads meter and records on payment voucher. Please mail your bill today to make sure it arrives to Hawkeye by the 1st of February.
- Jan. 30** Automated payments from checking accounts and credit cards are processed.
- Feb. 1** Bills become delinquent.
- Feb. 9** Hawkeye REC prints bills based on January meter reading.
- Feb. 10** Bills are mailed to members from Dairyland in LaCrosse.

OTHER EVENTS

- Jan. 24** Hawkeye REC Board Meeting



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OUTAGES

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BOARD OF DIRECTORS

Dean Fisher, President - Lawler
Dean Nierling, Vice President - Burr Oak
Dennis Ptacek, Secretary/Treasurer - Elma
Norman Dickman - Decorah
John Hockspeier - Alta Vista
Janelle Mahr - Lime Springs
Roger Nibaur - Elma
Charles Frana - Calmar
Dennis Young - Decorah

PERSONNEL

Tom Miller, CEO & General Manager
Roger Halverson, Operations Manager
Jim Murphy, Information Tech. Manager
Cindy Christensen, Communications Manager
Peggy Berg, Chief Financial Officer
Pat Boyle, Business Dev./Mbr. Serv. Manager

EDITOR

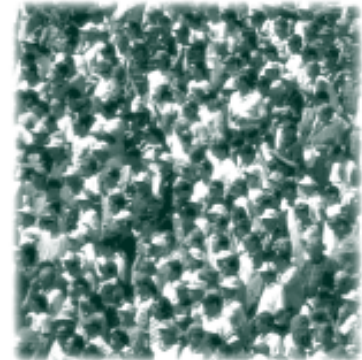
Cindy Christensen

www.hawkeyerec.com

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