

Maquoketa Valley Electric Cooperative

# WATTS *Current*

For Our Customers • May 2004

## YOUTH TOUR WINNERS ANNOUNCED

Maquoketa Valley Electric Cooperative recently sponsored our annual Youth Tour Essay Contest for high school juniors attending schools in the Cooperative's service area. Each contestant wrote an essay on the topic: "Cooperative's-Why We Should Care". Entries were judged from the pool of essays received and five finalists were determined. Final judging took place at the Cooperative office in Anamosa on Tuesday, April 6, 2004.

The winners of all expense paid trips to Washington, D.C. June 12-17, 2004 are: Grace Brehm, Beckman Senior High School, daughter of Tom and Molly Brehm, Epworth and Jessica Heacock, Western Dubuque High School, daughter of Clarence and Cynthia Heacock, Dyersville. Grace and Jessica will join over 1,000 Youth Tour participants from across the nation as they tour Washington, D.C., learn about electric cooperatives, visit with members of Congress and attend plays, dances and many other activities.

Three winners of \$300.00 each are: Erin Dolan, Anamosa High School, daughter of Bob and Donna Dolan, Olin, Megan Lyon, Maquoketa High School, daughter of Michael and Arlene Lyon, Maquoketa and Justin Mardorf, Monticello High School, son of Les and Linda Mardorf, Hopkinton.

MVEC first sponsored this contest to area students in 1959. Today the program has grown to include over 1000 students from all corners of the United States.



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## **MAJOR LEARNING CURVE IN PROGRESS FOR MEMBERS AND COOP STAFF**

The electric bill you receive approximately May 10 will look considerably different than what you have been used to the past several years. Shown on Page 2 is an example of what you can expect to see as the result of new software now in place. The numbered areas outlined below should help you locate the various pieces of information of use to you. And of course, you are welcome to call our Member Support Department at 800-927-6068 with any questions you may have.

#1 - Your new account number. This is your membership number plus a separator of 01, 02, 03, etc. depending on the number of active services you have.

#2 - This is your meter serial number. This number will appear on the face of your meter and is the best way for you to determine if you are reading the correct meter. If you have more than one account, it may be necessary to compare this number with your meters to be sure you are recording the correct numbers on the proper bill stub.

#3 - Here you will find the previous and present meter readings that are used to figure your kWh usage.

#4 - This column will show the total kWh's used. Below the total amount, you will see the number of kWh's used at the various rates as defined in our electric tariff.

#5 - This is where you will find the breakdown of costs per kWh and all other charges associated with figuring your total bill. This area will include the power cost adjustment figure that is applied to all kWh's used. (Remember, the power cost adjustment is the fluctuating monthly cost associated with applicable rates charged us by our power supplier, CIPCO.) It will also show the monthly customer charge, meter reading charges, estimated bill fees and taxes.

#6 - Current Charges is the amount of your current month's billing.

#7 - Previous Unpaid Balance is the amount that was not paid from the previous month at the time the bill was printed. This will also show the date your service will be disconnected if the unpaid balance is not received.

#8 - This area shows the total amount due on your account if paid monthly by the 28th due date, or the amount due if you are sending payment after the 28th due date.

#9 - A new feature of this software allows you to see your kWh usage over the past 13 months. This chart will more accurately reflect your actual usage if you consistently read your meter approximately the same time each month.

#10 - This area will indicate services you may be receiving such as budget billing or automatic payment.

#11 - Watch this area for special messages from us.

#12 - Please record your meter reading in these boxes each month to avoid the \$20.00 meter reading charge. Be sure to include the date you read the meter.



Energy Working For You!

Your Touchstone Energy® Cooperative



Main Office: 101 N. Huber Street, P.O. Box 670, Anamosa, Iowa 52201  
219-482-2847 or 800-827-4888  
After Hours Call Center Outage Reporting: 800-862-8888  
Office Hours: 7:30 a.m. to 6:00 p.m. Monday through Friday  
Payment drop off site: Outside depository at Main Office for after hours use  
at Three Rivers FE, 14775 N. Cascade Road, Dubuque  
Pay Online or Visit us on the Web at www.mvecc.coop

| ACCOUNT NUMBER          |         | ACCOUNT NAME  |           | SERVICE ADDRESS |  | METER NO. | BILL DATE                  |
|-------------------------|---------|---------------|-----------|-----------------|--|-----------|----------------------------|
| 2133704                 |         | JONES DAVID N |           | 384 180TH ST    |  | 621790    | 04/08/04                   |
| METER READING           |         |               | KWH USAGE | READ TYPE       | CHARGES  |           |                            |
| PREVIOUS                | PRESENT | DIFF          |           |                 | 0 = Estimated 2 = Cooperative 1 = Consumer 3 = Special |           |                            |
| 3144                    | 3175    | 40            | 1240      | 0               |  |           |                            |
|                         |         |               | 1000      |                 | X 0.09040  |           | 90.40                      |
|                         |         |               | 240       |                 | X 0.07450  |           | 17.88                      |
|                         |         |               | 1240      |                 | X 0.004000   |           | 4.96                       |
| PCA                     |         |               |           |                 |  |           | 15.00                      |
| CUSTOMER CHARGE         |         |               |           |                 |  |           | 1.00                       |
| ESTIMATED BILL FEE      |         |               |           |                 |  |           | 6.41                       |
| STATE TAX               |         |               |           |                 |  |           | 1.28                       |
| OPTION TAX              |         |               |           |                 |  |           | 136.93                     |
| CURRENT CHARGES         |         |               |           |                 |  |           | 145.74                     |
| PREVIOUS UNPAID BALANCE |         |               |           |                 |  |           | (Disconnect Date 04/28/04) |

| Your Electricity Use Over The Last 12 Months |  | CYCLE         | TOTAL DUE NOW                     |
|--|--|---------------|-----------------------------------|
| KWH  |  | 777           | 282.67                            |
|  |  | RATE 04/28/04 | BILL IS DELINQUENT AFTER DUE DATE |
|  |  | RATE          | AFTER DUE DATE PAY 286.91         |
|  |  |               |                                   |

**IMPORTANT INFORMATION**

- Current month's bill - Payment is due before the due date. You may pay by mail, at the main office, or our Dubuque drop-off site. You may have your bill automatically paid with bank draft or you may pay online at www.mvecc.coop.
- Previous unpaid balance - The due date indicated on this statement is for the current month's bill only and does not apply to previous unpaid balances. Previous unpaid balances are past-due and may be subject to service disconnection on 04/28/04.

KEEP THIS STATEMENT FOR YOUR RECORDS  
PLEASE DETACH AND RETURN THIS PORTION WITH PAYMENT

| CAMHECK RECEIPT  |          | METER                 |        |
|------------------|----------|-----------------------|--------|
| ACCOUNT NUMBER   | CYCLE    | BILL DATE             |        |
| 2133704          | 777      | 04/08/04              |        |
| SERVICE LOCATION | 85200503 |                       |        |
| DUE DATE         | 04/28/04 | AMOUNT DUE            | 282.67 |
|                  |          | AMOUNT AFTER DUE DATE | 286.91 |

ENTER METER READING OR CALL 800-827-4888 OR E-MAIL BILLING@MVECC.COM  
\*\*SINGLP \*\*\*\*\* MDED AADC 380

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MAQUOKETA VALLEY ELECTRIC COOPERATIVE  
P.O. BOX 670  
ANAMOSA, IA 52208-0070





## A "GROWING" MOM AND POP BUSINESS

*Grace Zimmerman, Anamosa*

What started out as a hobby for Glen Kelly has grown into a full-time business with the assistance of his wife, Mary, family and friends. When I saw the sign "Kelly Greenhouse" as I drove about a mile north of Highway 64, just east of Preston, on County Road Z-34, it was a natural instinct that I would drive into the attractive farmstead.

Entering the greenhouse on a warm spring day, what to my wondering eyes did behold, but plants, plants, everywhere. Plants ranged in size from small seedlings just peeking through the soil, middle sized plants enjoying the light and blooming plants of all colors and sizes just waiting to be transplanted in someone's flower bed. What an amazing sight to behold, such as the 1,100 little geranium plants all in a row! When I remarked about the bright vivacious colors of some blooming geraniums, Kelly informed me they were dark red geraniums. (It made the brightest red lipstick look pale.) I quickly came to the conclusion that if a customer was searching for that certain plant which would make a garden look distinctive, Kelly's Greenhouse was the place to be.

In answer to my obvious query, as to how he started working with plants, Glen explained dual reasons for his venture. "One, I always had it in my mind. I'd

follow my mother around and loved flowers, too. I always had this 'thing' about plants growing. There were no other greenhouses nearby. Two, there was nothin' to the hog market. I used to sell Pioneer Seed Corn and so I had this 70x40 building which is one greenhouse. The other one is a perennial greenhouse. I've lived here for 73 years and used to milk cows by hand with Dad, but finally he bought a milking machine. In 1987, I had a heart attack and they took a tumor out of my heart. Then, there was no more milkin'. Mary ran the greenhouse for quite awhile then."

"Beginning in January," Glen continued, "I started all the little plants under fluorescent lights in the basement. It's a lot of work but I like it so then it's not so bad. It keeps me occupied-wouldn't want to just sit in a chair. Getting up

twice a night is not uncommon during cold weather, just to make sure everything is all right. I start almost everything from seeds, except geraniums, which are started from plugs. I send for the plugs which are really just the beginning of the geranium which is rooted.

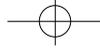
There are two furnaces in each greenhouse. "REC keeps the electricity comin'. I do have a generator but I've never had to use it because of a power outage," states Glen.

Now my questioning mind asks, 'what are those dark green plastic-like narrow bag shaped objects that have small openings interspersed here and there which are hanging around in various greenhouse locations'? Glen informs me that impatiens are planted in each opening so that when they bloom

it's a riot of colors covering the entire bag. He also points to a small, sturdy cherry tomato plant which he takes to nursing home patients so that they can enjoy watching the growth. His dedication shows through as he shows me a new plant. "I also try



Above: Impatiens



something different each year. Since people like climbing plants, this is a cardinal vine", says Glen. Next to it was a climbing vine, black-eyed susan, not like any I'd ever seen.

As we walked along the stone pathway by the greenhouse, I observed a large number of large cardboard boxes. Glen revealed to me that they were filled with miniature roses, just waiting to be set out. "This is another reason why it's easy to spend 12 hours every day here. It doesn't bother me. It keeps me busy. Plants take lots of water. You have to watch so you don't over water. That's the worst thing you can do."

Indicative of Glen's ingenuity, always looking for more room, parked out by a machine shed was a greenhouse wagon pulled behind a Farmall Tractor. Glen built it on an unused hay wagon with a little heater installed in the rear. The wagon was filled with foxgloves and delphinium plants. "I pull it out in the daytime and back it in the

shed at night when it becomes cooler and turn on the heater." When I looked at all the big black plastic pots holding the plants, I inquired about the expense of using all those pots. Glen readily admitted it was a large expense, becoming more costly since the plastic pots were petroleum based. As an afterthought, he mentioned that the dirt used in the greenhouse was purchased from a concern in West Branch.

With the look of pride in his eyes, Glen tells me that his wife, Mary, has been a big asset in the nursery business of which he is so proud. Also, he points out that she does painting and paper mache during the winter months and is always making something, which includes the plywood cut-out gardening figures. "Kate Kilburg works for us, too. She's a great worker, helping keep the place clean and helps water the plants. A neighbor lady, B o n n i e Grossman, also is a helpful assistant. Our children and grandchildren,



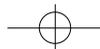
most of whom live close by, are a great help. They'll all be around to help with the Open House, which will probably be held May 1st."

Glen concludes by giving credit to the nearby golf course, and other tourism based ventures, such as canoes on the Maquoketa River and the bike trail "that help our business".

If you have the pleasure of visiting Kelly's Greenhouse, it's a day you'll enjoy, even if you only take advantage of the beauty of the plants abounding in the greenhouse. As a visitor, you'll be made to feel at home by the friendly Kelly atmosphere as they take the time to explain the ins and outs of planting. Remember, it's just off Highway 64 at Preston, about a mile north on County Road Z-34---so easy to find.



Above: Glen Kelly





**Maquoketa Valley Electric Cooperative**

*Our Energy Working For*

## ATTENTION HEAT PLUS CUSTOMERS

Heat Plus customers will now be receiving two bills, one for each meter. Please add the total amount due from each bill and send in one check for the grand total. Also, it is important you return both bill stubs with a meter reading from each meter, to avoid the \$20.00 meter reading charge that could be assessed on each meter. Be sure to compare the meter serial number on the bill with the meter you are reading so the readings are recorded on the correct account.

## SURGE PROTECTION PROGRAM ALWAYS ON CALL

Almost three years ago Robert Beckley, Bellevue, made what he considers a very smart investment. He contacted Maquoketa Valley Electric Cooperative about installation of a surge protection system. The Cooperative responded by installing a device at his main electric service entrance that stops lightning and power surges from reaching his appliances and causing considerable damage. He also requested additional equipment to protect 'back door' surges such as those that travel through telephone, computer, cable or satellite hardware.

This total surge protection package reacts more quickly than many over-the-counter devices to immediately stop a surge and prevent it from damaging connected equipment. Bob is happy to share his story about the times the surge equipment has done its job and taken the hit. Surge protection at the Beckley house has effectively saved his appliances, microwave, satellite television, computer, printer and telephone. When a surge occurs and the protection devices are destroyed, Bob simply calls the Cooperative and they quickly replace the devices.

This carefree program starts at only \$5.95 per month. Thunderstorm season is just around the corner so call today to get connected to peace of mind.

**GET THE WORD OUT  
ABOUT ELECTRICAL  
SAFETY**

- Look up, look down and look out!
- Be careful of overhead and buried power lines and residential electrical equipment.
- Farmers - Be conscious of what's overhead - power lines to be specific. Make certain your equipment can pass safely underneath, including any new machinery you have purchased.

 **Maquoketa Valley  
Electric Cooperative**

*Iowa's electric cooperatives unite you  
to have a safe and productive spring!*



**Your local co-op puts safety first!**



Energy Working For You!

Your Touchstone Energy® Cooperative



## SPRING MEMBER NIGHTS HELD

Spring Member Nights were held in New Vienna on March 25 and in Bellevue on April 1. Approximately 100 people attended each event. CEO Jim Lauzon gave a short presentation on key Cooperative issues and members enjoyed pizza and pop while visiting with their fellow members or Cooperative staff. If you were unable to join us and have any questions about your Cooperative, please feel free to call us at any time.

Thank you's go out to Ron Boeckenstedt for his hospitality at the New Vienna Community Hall; the Dyersville Pizza Hut staff for handling the very large pizza order and Randy Weber and his wife and pizza crew for the extra attention and great pizza at Horizon Hall in Bellevue.

**NOW MOM OR DAD CAN LIVE ON THEIR OWN. WITHOUT EVER BEING ALONE.**



*And you can rest easy knowing help is just a phone call away.*

Living alone can be an uneasy situation. Especially when you're elderly and even more so if you've had medical difficulties. But with the installation of a simple, cost-effective FirstCall® medical monitoring service, your parents can enjoy their independence along with the peace-of-mind that comes with always having someone available to help. If a medical emergency arises, mom or dad simply touches a button on their phone or a wireless transmitter and they are instantly put in voice contact with our Cooperative Response Center. If necessary, help will be sent immediately. So call today for details on how quickly and easily your parents can enjoy the security that comes with FirstCall®.

*Because even if they prefer to be on their own, it doesn't mean they have to be alone.*

**Call Now: 1-800-927-6068**

**FIRSTCALL**  
MEDICAL MONITORING SERVICE

\$35.00 Installation Fee  
\$22.50 Per Month  
(plus applicable taxes)

### WATTS THE ANSWER?

Will you have a new account number when the new bill format is implemented?  
Yes\_\_\_ No\_\_\_

What is the worst thing you can do when taking care of new plants?  
\_\_\_\_\_

Can our surge protection program protect 'back door' surges? Yes\_\_\_ No\_\_\_

Mail your answers in with your energy bill or email them to [pmanuel@mvec.com](mailto:pmanuel@mvec.com)

Two winners will each receive a \$10.00 credit on their energy bill.

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

March Winners:  
Pauline Antons  
Robert Deutmeyer, Dyersville



# NOTICE



Maquoketa Valley Electric Cooperative office will be closed Monday, May 24, 2004 for Memorial Day

## Visit our Web Site

at [www.mvec.coop](http://www.mvec.coop) or  
Email direct to the following departments:

- Billing questions: [billing@mvec.com](mailto:billing@mvec.com)
- Product or service questions: [memberservice@mvec.com](mailto:memberservice@mvec.com)
- Maintenance issues: [maintenance@mvec.com](mailto:maintenance@mvec.com)



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109 North Huber Street  
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319-462-3541 or 800-927-6068

**OFFICE HOURS**  
Monday thru Friday  
7:30 a.m. to 4:00 p.m.

Web Site: [www.mvec.coop](http://www.mvec.coop)  
e-mail: [mvec@mvec.com](mailto:mvec@mvec.com)

## After Hours Call Center

800-582-8998

After hours you may also call the service person in your area to report outages or trouble on the line.

- Anamosa, Dallas Paustian.....319-462-4848
- Cascade, Pete Boffeli .....563-852-3180
- Dubuque, Rick Olsem.....563-582-3668
- Farley, Jim Lehman.....563-744-3005
- LaMotte, Vernon Konrardy.....563-773-2309
- Manchester, Dan Petersen.....563-927-6491
- Maquoketa, Jerry Streeper.....563-652-5014

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