



COMPLAINTS RESOLUTION PROCESS

If you have a complaint that is related to service disconnection, safety, or renewable energy, and the Coggon Municipal Light Plant does not resolve your complaint, you may request assistance from the Iowa Utilities Board by calling (515) 725-7321, or toll-free 1-877-565-4450, by writing to :

1375 E. Court Ave., Rm. 69, Des Moines, Iowa 50319, or by E-mail to customr@iub.iowa.gov.



October 1, 2019 Issue

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Can a portable electric space heater help cut your winter heating bills?

At this time every year – when folks first fire up their furnaces – the phones start ringing at local electric offices across the state. Many of the calls are from customers wanting to know if a portable electric space heater can help reduce their utility costs for the upcoming heating season. The answer is maybe, BUT!

To your home's electric meter, all space heaters look alike. A space heater is a pretty simple device – and it's close to 100 percent efficient, since almost all of the electric energy that goes into the unit is converted to heat. That being said, keep in mind that any time a portable electric space heater is turned on and producing heat, it's also consuming energy. Government standards limit the maximum output of a portable electric space heater to 1,500 watts, which is far too low for heating an entire home or even a large room. In fact, one rule of thumb suggests that it takes 10 watts of electricity should heat a room measuring 150 square feet – but that's without considering other factors affecting the room, such as its location within the house, insulation, air leaks and number of windows and doors.

If you set up a space heater in an always-cold room to take the chill off, your power bill is going to increase unless you make other changes at home to reduce your energy use. In fact, the only way a portable electric space heater is going to help you lower your annual heating bill is if you use it to heat the room you're in and turn down the thermostat for the rest of the house.

This premise is the basis for claims made by the manufacturers of some portable electric space heaters that promise to reduce your heating bill by up to 50 percent. One manufacturer even suggests turning down the thermostat as low as 50 degrees for the rest of the house, while using a space heater to warm the single room you're occupying!

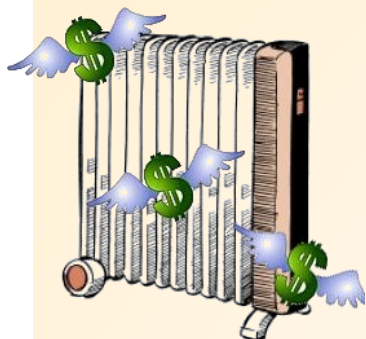
What problem are you really trying to solve? Some people buy a portable electric space heater to warm a chilly room. Others are trying to compensate for energy-wasting problems in their homes, such as a poorly maintained furnace, inadequate insulation, missing caulk around windows or damaged weather stripping around doors.

In truth, based on energy-saving ideas from sources such as ENERGY STAR, spending the same amount on energy-saving home improvements as you'd spend on a space heater likely would be a better investment in whole-house comfort and reduced heating and air-conditioning bills for many years to come.

When you go shopping for a portable electric space heater, you're going to find a lot of options. **Fan-forced** designs provide immediate heat for a small space or an entire room. **Convection** styles offer a gentler heat that's perfect for families with kids and pets, but they're not the best choice for drafty rooms. **Ceramic** heaters get up to temperature faster than other styles and come in sizes appropriate for warming a small area for one person or an entire room. **Quartz** and **radiant** models warm people and objects – instead of the room – just like the sun does. **Oil-filled** units look and work like a radiator and are very quiet, but they're heavy. **Baseboard** versions run silently, supply consistent warmth and take advantage of convection currents along walls and under windows to distribute warmth. And thin **mica thermic** panels noiselessly deliver gentle heat evenly throughout a room.

Look for these features. Check for the UL mark on any portable electric space heater you're considering, which means representative samples of the appliance have met Underwriters Laboratories' stringent safety standards. Most high-quality portable electric space heaters will include all or most of these features.

- * A tip-over safety switch, which automatically shuts off the heater if it's knocked over
- * Thermostatic control, so the unit runs at full capacity to bring the room to the desired temperature and then switches to run at an energy-saving, lower-wattage level to maintain room temperature
- * Automatic shutoff if the appliance overheats – with a manual reset, giving you the opportunity to check the unit and make sure everything is working properly before restarting it
- * Integrated carrying handle (or easy-rolling wheels for larger units)
- * Cool-to-the-touch cabinet
- * Multiple-year warranty Here are some other features you might like to have.
- * Timer that shuts off the unit after a set number of hours to prevent unintended operation
- * Easy-to-use digital readout for precise temperature control and other functions
- * Remote control that duplicates the functions on the control panel
- * Programmable timer to start the unit at a specific time



CUSTOMER CONTRIBUTION FUND

Did you know that YOU along with the Coggon Municipal Light Plant can help your less fortunate neighbors pay their heating bills? Coggon Cares is a Customer Contribution Fund that allows you to help by adding a regular contribution to your monthly utility payment, or by making a direct donation to the fund. These funds are distributed to neighbors in need for wintertime energy costs. Those individuals who qualify for help will be carefully identified by an area social service agency. A local committee will oversee Coggon Cares to guarantee all contributions will be handled equitable and efficiently. Your contribution is voluntary, flexible, and tax-deductible. If at any time you would like to contribute to the fund, either call the office or complete and return the ticket below to the Coggon Municipal Light Plant. Thank you.



Dear Coggon Municipal Light Plant:

I'd like to help a neighbor in need with a contribution to the Coggon Cares Fund.

Name _____ Phone _____

I will contribute \$ _____ per month to Coggon Cares. I understand this amount will be added to my bill.

I have enclosed a \$ _____ donation to Coggon Cares.

2020 IOWA HOME ENERGY ASSISTANCE PROGRAM

ATTENTION: RESIDENTIAL CUSTOMERS

NEED HELP WITH YOUR HEATING BILL?

The 2019-2020 Low-Income Home Energy Assistance Program (LIHEAP) has been established to help qualifying low-income Iowa homeowners and renters pay for a portion of their primary heating costs for the winter heating season.

The assistance is based on household income, household size, type of fuel, and type of housing. If you are not sure where to apply, Dial 2-1-1, or visit <https://humanrights.iowa.gov/dcaa/where-apply> to contact your local community action agency, or write to:

LIHEAP
Iowa Department of Human Rights
Capitol Complex
Des Moines, IA 50319

INCOME MAXIMUMS	
Household	Annual
<u>Size</u>	<u>Gross Income</u>
1	\$21,858
2	\$29,593
3	\$37,328
4	\$45,063
5	\$52,798
6	\$60,533
7	\$68,268
8	\$76,003
For households with more than eight members, add \$7,735 for each additional member.	

WHEN TO APPLY:

Elderly (60 & over) and/or disabled:

October 1, 2019 to April 30, 2020

All other households:

November 1, 2019 to April 30, 2020

WHAT TO TAKE:

- **Proof of Income (for all household members age 19, and over)**
Check stubs from the previous 30 days, award letter from Social Security or 2018 tax return
- **Social Security numbers for all household members (documentation required)**
- **Recent heat bill**
- **Recent electric bill**

WAGE EARNERS:

Please bring copies of your check stubs for the 30-day period preceding the date of application, or a copy of your federal income tax return.

FIXED INCOME:

This income may include: Social Security Benefits, Supplemental Security Income, Family Investment Program, Veteran's Assistance, Unemployment Insurance, and pensions. Please bring copies of your check stubs from the previous 30 days.

SELF-EMPLOYED/FARMERS:

Please bring a copy of your most recent federal income tax return.

FIP RECIPIENTS:

Please bring your current DHS Notice of Decision or contact your local office for acceptable document information.

If you receive alimony or child support, it will also need to be verified.

Across

1. the force exerted by an object with an electric charge
3. an object with fewer electrons than protons
5. an object that has more electrons than protons
7. object with an equal number of electrons and protons
13. charging an object by contact with a charged object; charging by _____
14. connecting an object to a large body, like Earth, to remove an electric charge
15. used to direct lightning through a safe path to the ground; lightning _____
16. a very dramatic electric discharge
17. a list of materials arranged in order of their tendency to gain electrons

Down

2. imbalance of electric charge on the surface of an object
4. static electricity is a useful form of _____
6. a form of charge—positive or negative
8. a positively charged sub—atomic particle
9. a material that does not easily allow electrons to move through it
10. charging an object by bringing a charged object close to, but not touching, a neutral object; charging by _____
11. a material that allows electrons to move easily through it
12. a shift in the position of electrons in a neutral object when a charge is near: _____ charge separation

Electricity Crossword