

Electric cooperatives are...

- **Locally owned** by member-consumers
- **Not-for-profit** electric utilities
- **Job creators** in rural Iowa

In addition, we...

- **Serve member-consumers in all of Iowa's 99 counties**
- **Serve 3.4 consumers per mile of line**
- **Invest more than \$4,600 per member** in distribution plant
- **Invest about \$8 million per year** in demand side **energy efficiency measures**
- **Provide service to 14% of the electric meters** in Iowa; *however*, our member-consumers receive **less than 1% of the total Iowa LIHEAP funds** for electric services
- **Increased member-consumer contributions** in customer contribution funds by **76%**

Iowa's Electric Cooperatives

Some applicable state regulations...

- ✓ Winter Moratorium
- ✓ Health of a Resident
- ✓ Cold Weather
- ✓ 1st and 2nd Payment Agreements
- ✓ 12-Day Notice
- ✓ 24-Hour and Posting
- ✓ Service Limiters
- ✓ Disputed Bill
- ✓ LIHEAP Eligibility
- ✓ Reconnection
- ✓ Customer Deposits
- ✓ Customer Contribution Funds
- ✓ Customer Complaints
- ✓ Refusal of Service
- ✓ Safety
- ✓ Reliability
- ✓ Bill Payment Terms
- ✓ Level Payment Plans
- ✓ Meter Testing
- ✓ Bill Adjustments

Cooperative Principles

1. **Voluntary and Open Membership**
2. **Democratic Member Control**
3. **Members' Economic Participation**
4. **Autonomy and Independence**
5. **Education, Training, and Information**
6. **Cooperation Among Cooperatives**
7. **Concern for Community**