

September
2026

WATTS *Current*

CEO Insights: Top Satisfaction Ratings, Key Member Topics & Fall Safety

By Jeremy Richert, CEO

MVEC recently completed its annual member-wide customer satisfaction survey, where 5,000 electric members were asked to participate. The member responses were sent to the American Customer Satisfaction Index (ACSI®), a company that measures customer satisfaction across multiple industries throughout the entire United States.

We are proud to announce that for 2026, MVEC earned an ACSI score of 90 out of 100. According to the 2026 ACSI Energy Utility Study¹, our score places MVEC 18 points higher than the average investor-owned utility (72), 16 points higher than municipal utilities (74) and 13 points higher than the average cooperative (77). For full industry ratings, visit theacsi.org/industries/energy/energy-utilities.

This high score is a direct result of our dedicated team, who work tirelessly every day to deliver top-notch electric and fiber internet services.

Annual Meeting: Member Hot Topics

In preparation for last month's Annual Meeting, we invited members to share topics they wanted to discuss at the meeting. Here are insights into the top themes that emerged:

- **Large Loads** Data centers and bitcoin operations are top-of-mind for many members. MVEC is required by the Iowa Utilities Commission (IUC) to consider all service requests. When large technology or manufacturing entities inquire about service, we conduct thorough due diligence alongside our power supplier, Central Iowa Power Cooperative (CIPCO), to evaluate current capacity and potential upgrade requirements. Just like residential members building in unserved areas, these prospective large-load operations must fund the infrastructure needed to bring or upgrade power to their facility.
- **Understanding MVEC's Rate Structure** Members have asked why our basic service charge differs from nearby investor-owned utilities. This base fee covers the minimum fixed costs required to deliver reliable power to a location, regardless of energy usage. Because MVEC serves rural, less densely populated areas, building and maintaining infrastructure

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Congratulations
to the
**Recently
Elected
Directors!**



REGION 1 - Lee Hein



REGION 2 - Charlie Peters



AT-LARGE - Judy Gotto



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across these distances is inherently more costly on a per meter basis than in dense urban environments. Despite this, MVEC's overall energy rates remain highly competitive: our residential rates are roughly 17% lower than the Iowa electric co-op average for the average residential member and 25% lower than the nearby investor-owned utilities.

- **Vegetation Management** Overgrown trees and vegetation are a primary cause of power outages and can delay restoration times during storms. To improve safety and grid reliability, MVEC has increased its vegetation management budget and partnered with two expert contractors, WLM and New Age Tree Service. Planning to plant new trees or shrubs? Check out our guidelines at mvec.coop/tree-planting-safety.

Fall Safety Reminders

As we move into fall—bringing harvest season and a new school year—please keep these key safety precautions in mind:

- 1. Mind Overhead Clearance:** Always look up when working in the fields or unloading at grain bins. Fold equipment down before moving between locations.
- 2. Call Before You Dig:** Contact 811 or Iowa One Call before starting any excavation or construction project. Having underground lines located is both a crucial safety step and the law.
- 3. Avoid Burning Ditches:** Dry grass and fall foliage can ignite quickly. Ditch burning risks severe and costly fire damage to electric poles, overhead lines, and fiber optic cables.
- 4. Give Crews Room to Work:** Our line workers and technicians are working hard to complete important projects before winter. Slow down and give utility vehicles plenty of space on the roads.

¹Maquoketa Valley Electric Cooperative earned this award based on data modeled by the ACSI® in 2026. Award criteria are determined by the ACSI based on customers rating their satisfaction with MVEC in a survey independent of the syndicated ACSI Energy Utility Study. For more about the ACSI, visit www.theacsi.org/badges. ACSI and its logo are registered trademarks of the American Customer Satisfaction Index LLC.



MVEC's Annual Meeting Held

MVEC's Annual Meeting was held in Peosta on August 20th. Through mail-in ballots, online voting and in-person attendance, 1,147 members participated in the governance of the Cooperative they own. Voting members were entered into a drawing for cash prizes totaling \$2,000 and those who attended in-person were treated to lunch. The meeting featured a Hawaiian theme – from the staff shirts and menu to the message—the Hawaiian culture of Ohana (family) aligns with cooperative culture.

During the meeting, President Tom Stewart and Communications Manager Christie Remley highlighted how Hawaiian culture aligns with cooperative values— weaving together family, community, and progress. Stewart also marked the 10th anniversary of MVlink broadband, noting its role in boosting service reliability while keeping both electricity and internet rates affordable. Finally, CEO Jeremy Richert addressed key member questions submitted in August regarding hot topics like data centers and rate structures.

Stewart reported on the results of the director election indicating that the following Directors were re-elected for three-year terms: Lee Hein was re-elected to Region 1, Charlie Peters was re-elected to Region 2; and Judy Gotto was re-elected to the At-Large Seat (representing Dubuque County). During the Board of Directors re-organizational meeting, the following directors were re-elected to officer positions as follows: President, Tom Stewart; Vice President, Charlie Peters; Secretary, Billie Zumbach and Treasurer, Judy Gotto. Scott Minzenmeyer was elected to be the Assistant Secretary. A list of cash prize winners can be found at mvec.coop/annual-meeting.





Our Energy Working for You: Consider MVEC's Heat Plus Program Before You Upgrade Your Heating System

By Jeff White, Energy Advisor

One of the most popular and effective tools MVEC has to encourage energy efficiency and savings for members is the Heat Plus program. The Heat Plus program features a reduced rate for members who have approved electric heating systems, typically a geothermal or air source heat pump, during the heating season from October 1st through May 31st. Currently, over 1,600 MVEC members enjoy the advantages of the Heat Plus rate.

Common questions I get as members are evaluating different heating systems, is how to predict the savings from the Heat Plus rate? Will the savings be worth the initial investment in the heating system equipment? To get a measure of savings from the Heat Plus rate to assist with making that decision, the member will need to have an understanding of their home or business' annual heating requirements. A local heating and cooling contractor will be the most useful resource in helping determine this cost. Typically, the contractor will perform a heating load calculation, sometimes referred to as a Manual J calculation. A reasonable savings estimate can be determined by knowing the average annual power usage for the equipment as well as the electric rates. Currently, the Heat Plus rate is \$0.046/kWh. We also offer rebates that can potentially offset some of the initial installation cost of heat pumps. Find our current list of incentives at mvec.coop/rebates.

Once the decision is made to proceed with the Heat Plus rate, the member, or their contractor, contacts MVEC to get the necessary metering equipment. There is a one-time \$325.00 charge plus tax for the equipment and installation (plus a monthly recurring service charge of \$5.00 plus tax). The second sub-meter that is installed is associated with the Heat Plus loads. That metered amount is subtracted from the main meter's total and billed at the Heat Plus rate during the heating season mentioned above. For a new installation, the main requirement is that a heat pump, either geothermal or air source heat pump, is the structure's main heating system. Also, a premium electric tank water heater that provides 100% of the domestic water heating is required. Note: Only water heaters associated with geothermal systems that have a desuperheater can be connected behind the Heat Plus meter. Additional approved electric heating loads may be added, for example, an electric fireplace or a space heater in the garage that have their own dedicated circuit.

Whether you are building a new home or just updating, I encourage you to reach out to me before making any final decisions with your HVAC equipment. I receive many inquiries about the Heat Plus program and rebates after the equipment has been installed, potentially losing members rebate incentives or Heat Plus program eligibility due to non-qualifying equipment. Keep in mind, I'm not trying to sell you on any particular unit, I'm here as a resource to provide information to help you make an informed decision as you evaluate heating options.

One other thing to note is that MVEC's power supplier, Central Iowa Power Cooperative (CIPCO), supplies heat pumps and other electric loads with nearly 50% renewable energy. This is a powerful resource in reducing the need to burn fossil fuels for heat and provides savings to members throughout the winter season.

The full details and requirements for MVEC's Heat Plus rate can be found at <https://www.mvec.coop/heat-plus-program>. If you or your contractor have any questions, or would like to request an on-site visit, contact 319-462-3542 or 800-927-6068, or email memberservices@mvec.com.





Watt's Up at MVEC: Celebrating 10 Years of MVlink

Powered by Local Service You Can Count On

At Maquoketa Valley Electric Cooperative, we take pride in doing things a little differently. Compared to many of our electric cooperative peers across Iowa, MVEC offers a distinct advantage: along with reliable and affordable electricity, we also provide fast, affordable, and reliable fiber internet through MVlink.

This year marks a major milestone—10 years of offering MVlink service to keep our members connected to work, learn, and entertain from home, even in the most rural corners of our service territory.

Behind every reliable connection is a dedicated team working to make your experience seamless. From your very first sign-up to final installation, billing, and technical troubleshooting, our Fiber Customer Service Representative (CSR) team is always looking out for you.

Meet Your MVlink Team

• Your Service & Support Experts:

Jackie, Sonya, and Kim are your go-to contacts for getting started. They'll walk you through signing up, schedule your installation, process payments, and answer any questions about our service packages.

• Your Technical Specialists:

Steve and Jason are available to keep everything running smoothly. They handle technical troubleshooting and can answer specific questions regarding your equipment and home setup.

More Than a Customer—You're a Member

Because MVEC is a cooperative, you aren't just another account number on a screen to us. You're our neighbors and fellow community members. Our fiber team treats you like member-owners because that's exactly what you are—and providing you with genuine, friendly, local support will always be our highest priority.

How to Reach Our Fiber Team

Whether you need to set up new service or have a quick question about your connection, reaching us is simple:

- **Call Us Direct:** Call 800-927-6068 and ask to speak with the MVlink (or Fiber) team.
- **Email Us:** Your questions or inquiries fiber@mvec.coop.
- **Visit Us Online:** Learn more at www.mvec.coop/mvlink-internet.
 - o MVEC added a chat feature to mvec.coop so that you can connect with the co-op at any time. The chat icon can be found on any page. Ask a question or make a payment with this convenient new tool.
 - o Follow us on our social media channels for the latest cooperative news and updates.

• **Stop By:** Visit our Anamosa office (109 N. Huber St. Anamosa) during regular business hours to speak with our team in person!

Tips from our Fiber CSR team:

- **Make sure MVEC/MVlink has your current contact information** (current phone number and email address). This is important not only for billing but for receiving maintenance and outage notifications.
- **Add all appropriate authorized users to your account** (anyone from your home or business who should have the ability to contact MVEC/MVlink about service or billing) by calling our Fiber department (800-927-6068). It is important that you have authorized users and passwords set up correctly for your MVlink account. Doing so will allow multiple members of your household to contact technical support, make payments or billing inquiries.
- Sign up for MVlink's billing email. Did you know that by not signing up to receive your MVlink bill by email, you miss out on other important emails such as late notices, outage information and anything pertaining to your account.
- **Call the Fiber department for account-related changes and requests.** The CSRs cannot make account-specific changes via email, members must call the Fiber department (800-927-6068) to pass through security measures over the phone for the CSRs to be able to assist you. This applies to tasks such as package changes, updating billing email addresses, setting up the broadband account (online billing portal) and most billing questions.

"I joined MVEC because I heard that the fiber optic service was excellent and was reasonably priced. I also heard that customer service is the best. So far MVEC has not disappointed. My family is very happy with our service. MVEC has allowed us to cut ties with Mediacom and has saved us money and allowed us to use a streaming service. Thank you MVEC."

-Gary F., Anamosa





Shining the Light on Local Volunteers

Volunteers are the heart of Iowa's rural communities, and this past June, electric cooperatives across the state teamed up for the 6th year to honor them through the statewide Shine the Light contest. After reviewing 83 powerful nominations from 25 co-ops, the judges had their work cut out for them.

Here at MVEC, our members and employees showed up in a big way—submitting a record-setting (for MVEC) seven local nominees! While our hometown heroes weren't selected for the top three statewide awards this year, their impact on our communities is undeniable.

Please join us in celebrating these extraordinary individuals who give so much of themselves to make our region a better place to live:

Bryson Bormann (Nominated by member Brianna Lane) — Recognized for his tireless leadership with the Community Ambulance of Preston. Bryson played a pivotal role in elevating the department to a certified Paramedic Service and has successfully recruited 8 new EMTs and 4 drivers.

Andy Kelchen (Nominated by employee Matt Kurt) — Honored for his dedicated service to the Aquin Educational System, where he has championed efforts to create safer, more inclusive outdoor play spaces for local children.

Eileen Chavez Bates (Nominated by member Bri Huss) — Celebrated for her vision in revitalizing downtown Anamosa. Beyond purchasing and restoring local properties—including opening local ice cream shop, Two Scoops—Eileen serves on the Anamosa Chamber of Commerce Board and is an active leader with Cultivate Anamosa.

Mesa the Support Dog (Nominated by Jenna Spain and member Katelyn Hasenbank) — Honored as a four-legged beacon of comfort. Working alongside Maquoketa Therapy Dogs, Mesa brings unconditional support and gentle care to students navigating tough times in the Maquoketa School District.

Michelle Ries (Nominated by member Ellen Goldsmith) — Recognized for her incredible heart and tireless work with Delaware County Pay It Forward, providing critical assistance and hope to local seniors, veterans, and children in need.

Teri Klaren (Nominated by member Stacey Christiansen) — Honored alongside Michelle for her selfless dedication to Delaware County Pay It Forward, helping drive kindness and tangible relief throughout the county.

Skott Gent (Nominated by member Dean Engel) — Celebrated for his work with Together We Build Inc. in Jackson County. Skott has been a driving force in cultivating robust local agricultural programs, empowering the next generation of rural youth.



July MVEC Board Meeting Summary

- Discussed funding options for an upcoming loan application to fund a portion of projects during the years 2026-2028.
- Approved the Cooperative submitting a letter to the Iowa Utility Commission in support of CIPCO's generating certificate application for the proposed Hickory Grove generating station.
- Reviewed outage data that was collected by the Iowa Utility Board for 2025. Maquoketa Valley's average outage time over the last five years is 43% lower than the average Iowa rural resident.
- Approved the annual wage adjustment for Cooperative employees.

August MVEC Board Meeting Summary

- Board officer election held after conclusion of Annual Meeting. The following officers were appointed:
 - o President – Tom Stewart
 - o Vice President – Charlie Peters
 - o Secretary – Judy Gotto
 - o Treasurer – Billie Zumbach
 - o Assistant Secretary – Scott Minzenmeyer
- Were provided an update on activities and financials over the last month at the Coop.

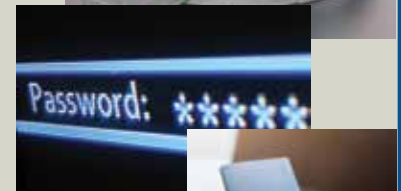


TECH LINK

Fall Tech Guide for Your Student

As the new school year begins, make sure the students in your life are prepared with the tech and cyber security tools to make their year a success. Here are the top tech considerations to keep on your radar this fall.

1. **Internet Package:** Do you have the speed your student needs for those research papers, group projects over Zoom and maybe even some study break gaming? Learn more about MVlink speed packages (up to 5 Gig) here: mvec.coop/residential-price-packages
2. **Hardware Essentials:** Prioritize battery life and portability over raw horsepower. An ultraportable laptop with 10+ hours of battery life and at least 16GB of RAM will serve your student much better through a long school day or a day of back-to-back lectures than a heavy, power-hungry machine.
3. **Cloud Backup:** Set up automatic cloud syncing (Google Drive, OneDrive, or iCloud). Follow the 3-2-1 rule: 3 copies of your important files, across 2 different storage media, with 1 copy stored offsite in the cloud.
4. **Password Hygiene & Security:** With campus portals, library databases, and student accounts, password fatigue is real. Encourage your student to use a dedicated password manager and turn on Two-Factor Authentication for all critical accounts to lock down your student's digital identity.
5. **Smart Use of AI & Study Assistants:** Generative AI tools are incredible for brainstorming, summarizing heavy readings, and generating practice quizzes, but treat them as a co-pilot, not an author.
6. **Centralized Digital Note-Taking:** Encourage your older students to ditch sticky notes and random desktop documents. Students can make notetaking more effective by adopting a unified system like Notion, Obsidian, or Microsoft OneNote to organize lectures by course, tag topics, and quickly search across an entire semester of notes when exam time approaches.
7. **Power On-the-Go:** Late-night study sessions require a portable backup plan. Get your student a power bank that supports USB-C Power Delivery (PD) to keep both their phone and laptop charged without hunting for an open outlet.
8. **Task Management:** Avoid missing assignment deadlines by syncing school portal calendar with your primary calendar app. Use a task management tool like Todoist or TickTick to break down multi-week research papers into manageable daily tasks.
9. **Digital Wellness & Focus Controls:** Leverage features like Apple's Focus Modes or Android's Digital Wellbeing to mute non-essential notifications during school or lecture hours and use blue-light filters during late-night study sessions to protect your student's sleep schedule.
10. **Student Discounts & Software Perks:** Never pay full price for hardware or software before checking your student's .edu email address. Most major platforms offer discounts or complete free tiers—including Microsoft 365, GitHub Student Developer Pack, Spotify, and Adobe Creative Cloud.



ATTENTION SNOWBIRDS: Don't Forget MVlink's Seasonal Security Package

As you prepare to escape the Iowa winter or close your summer cabin, don't forget that MVEC offers a seasonal security package for MVlink fiber internet members. Pay just \$19.95/mo. for 3 Mbps upload and 1 Mbps download—just enough bandwidth for your home security devices to continue monitoring your property while you're away. If you are interested in this package, contact our Fiber department today (fiber@mvec.com or 800-927-6068).



2025 CIPCO Power Supply Report: Action Today, Impact Tomorrow

By Ron Thielen, MVEC Representative on the CIPCO Board of Directors

As a representative of Maquoketa Valley Electric Cooperative (MVEC) on the Central Iowa Power Cooperative Board of Directors, I've had the opportunity to see firsthand the significant progress CIPCO made in 2025 to strengthen the reliability and future of our power supply system. In recent years, CIPCO has been committed to pursuing cooperative solutions to the generation challenges facing us. Today, that commitment is turning into action.

Guided by its Integrated Resource Plan, CIPCO moved forward with several major generation projects last year that will help meet growing energy demand, support economic development, and ensure long-term reliability for the communities it serves. Together, these projects will add nearly 400 MW of generation resources to CIPCO's portfolio in the years ahead.

One of the most important developments was the announcement of a new 240 MW natural gas-fired peaking facility in eastern Iowa. This plant will provide dependable energy during periods of high demand and help balance intermittent resources like wind and solar generation. Significant progress has already been made and, once completed, the plant will become the largest capital project in CIPCO's history and a critical reliability resource for MVEC.

CIPCO also reaffirmed its commitment to the Coggon Solar project, a 100 MW solar facility in Linn County. After overcoming regulatory and legal hurdles, the project is now moving forward with construction expected to begin soon and completion targeted for 2028. This project reflects CIPCO's continued commitment to a balanced, all-of-the-above generation strategy.

Another major milestone came with the announcement that Duane Arnold Energy Center, Iowa's only nuclear facility, will return to service through a collaboration involving CIPCO, NextEra Energy, and Google. CIPCO secured a long-term agreement to purchase a portion of the plant's output once operations resume in 2029. Nuclear energy has long played an important role in Iowa's energy mix, and restarting DAEC will provide CIPCO Member-owners like MVEC with reliable, carbon-free baseload generation for decades to come.

CIPCO's strong financial performance in 2025 also demonstrates responsible stewardship of member resources. Strong margins allowed CIPCO to defer revenue and create financial flexibility that will help maintain stable and affordable rates while these major investments move forward. Both Standard & Poor's and Fitch Ratings affirmed CIPCO's 'A' rating as a result of this financial strength. In 2025, CIPCO realized a net margin of \$28 million, well ahead of budget. This in turn allowed margins to be returned to CIPCO Member-owners in the form of patronage, a key component of the cooperative business model.

We are already seeing the impact of increased electric demand throughout our communities. CIPCO's energy sales reached an all-time high in 2025, driven by growth and economic development opportunities across the system. With this in mind, CIPCO maintained an overall outage rate of 0.26 per consumer, well under the target of 1.00 hour per consumer. In 2025, MVEC's was 0.37 hours per member due to transmission related outages.

At the heart of all this progress is cooperation. CIPCO exists to serve its Member-owner cooperatives, and these accomplishments reflect what can be achieved when cooperatives work together with a shared purpose. I am confident that together, CIPCO and MVEC will remain steadfast in delivering stable power at stable rates today and in the decades to come.

Watts The Answer?

1. We are proud to announce that for 2026, MVEC earned an ACSI score of _____ out of 100.
2. One of the most popular and effective tools MVEC has to encourage energy efficiency and savings for members is the _____ program.
3. This is important not only for billing but for receiving _____ and outage notifications.

Mail your answers in with your energy bill, or email them to efletcher@mvec.coop

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

Please complete the following:

Name

Address

June winners:

Julie Oeschger, Cascade

Kenneth Faust, Strawberry Point



Maquoketa Valley
Electric Cooperative
109 North Huber Street
Anamosa, Iowa 52205

PRSRT STD
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Cedar Rapids, IA
Permit 174

HAPPY LABOR DAY

Celebrating Hard Work and Dedication

**MVEC WILL BE CLOSED MONDAY
SEPTEMBER 7TH IN OBSERVANCE
OF LABOR DAY**

ENERGY EFFICIENCY TIP OF THE MONTH

September kicks off the fall shoulder season, when cooler mornings and milder evenings often mean you can give your heating/cooling system a break. Open windows, use ceiling fans and enjoy the fresh air whenever temperatures allow. It's also the perfect time to schedule annual HVAC maintenance before colder weather arrives. Because demand is typically lower during the fall, heating and cooling professionals often have greater availability, making it easier to book an appointment. Regular maintenance can improve your system's efficiency, help prevent unexpected breakdowns and keep your home comfortable all year long.

Source: Dept. of Energy



Understanding Your Electric Bill

ON-PEAK hours are 4 p.m. - 9 p.m.

OFF-PEAK hours are
Midnight - 4 p.m. and 9 p.m. - Midnight

These times are in effect every day.

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