



Upcoming Events

October 5 — 7, 2011
IAMU Annual Conference, Holiday Inn Des Moines Airport/Conference Center
Register/more information: [Here](#)

October 25, 2011
IAMU Regional Meeting, Ankeny
Register/more information: [Here](#)

October 26, 2011
IAMU Regional Meeting, Muscatine
Register/more information: [Here](#)

October 31, 2011
IAMU Regional Meeting, Greenfield
Register/more information: [Here](#)

November 1, 2011
IAMU Regional Meeting, Denison
Register/more information: [Here](#)

November 2, 2011
IAMU Regional Meeting, Spencer
Register/more information: [Here](#)

November 3, 2011
IAMU Regional Meeting, Independence
Register/more information: [Here](#)

November 15 — 17, 2011
Water and Wastewater Operator's Training Workshop, Holiday Inn Northwest, Des Moines
Register/more information: [Here](#)

What's the latest on employee benefits?

The October issue of *Benefit Bytes* is now available from Benefit Resources of Iowa, IAMU's group health and life advisors.

Download in on the IAMU web site [here](#).

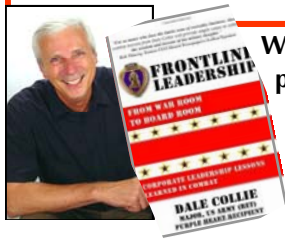


Index/back issues available on the IAMU web site. Click [here](#).

Final countdown for IAMU Conference! Register now!



If you haven't sent in your IAMU Annual Conference registration, there's still time to get in on the great updates, education and networking that you need to benefit your utility in the coming months! But act quickly! The conference begins Oct. 5! Register [here](#).



We're proud to introduce keynote speaker Dale Collie, who will present "Never Give Up!" It's valuable advice from a man who has spoken to numerous utility organizations around the nation. As a former Army Ranger and Fortune 500 corporate leader, Mr. Collie will share tips he's learned for taking on the challenges of business and conquering difficulties.

Bonus! As a gift to all utility member attendees, Dale and Jester Insurance Services will provide a free copy of his book, *Frontline Leadership; From War Room to Board Room*. He'll also present a second session later that day on taming workplace interruptions.



IAMU's Training & Office Complex will host the opening of the Annual Conference Oct. 5.

Join us at IAMU's Training & Office Complex on the first day of the conference, October 5, as we open our facilities to you! Enjoy food, games, demonstrations, vendor displays and more prior to heading to the Holiday Inn host hotel for the banquet and awards ceremony.

The conference will also serve up great information from other qualified presenters, including Marlin Vrbas, PS Analytics, on the MISO capacity market; an IAMU member panel discussing the telecom bandwidth

crunch; and Bob Libra of the Iowa Geological & Water Survey talking about the timely topic of hydro-fracking for natural gas. For clerks, we've slated a special "Clerk's Academy" and hot topics session led by Cindy Kendall of Iowa State University, an experienced speaker on these matters.



A favorite among IAMU members, the Holiday Inn Des Moines Airport will again be the event's host hotel.

Round table discussions, a favorite of past Annual Conferences, will take center stage in two "Pick Six" sessions (you pick three topics per session – see the conference agenda for the full rundown of topics).

We'll round out the conference on Friday morning with a strong lineup called "Riding The Storm Out." Julie Smith, IAMU's Legal and Regulatory Counsel, and an Iowa legislature insider, will discuss "political storms" across the municipal utility landscape. Harry Hillaker, Iowa's State Climatologist, will talk about the extreme weather Iowa has been and will be experiencing; and we'll bring you a panel on storm preparedness and recovery from people who know what they're talking about: Rory Weis, an IAMU Mutual Aid Electric Regional Coordinator and Rudy Parcel, IAMU's Gas Services Coordinator, talking about the Mapleton tornado recovery; and Rick Ohrt of the Vinton Municipal Electric Utility, recapping how his city and utility dealt with extreme wind damage in this past summer's derecho.



"Riding The Storm Out" is the theme for the conference's final day.

As always, associate members will be on hand at the conference with displays (at both the host hotel and IAMU) and hospitality suites. Register for the Annual Conference and see the full agenda [here](#).

CONNECTIONS



IAMU's *Connections* e-zine will soon return with the Fall 2011 issue nearly complete.

Connections, a quarterly electronic publication, provides an in-depth look at IAMU, its member utilities and current utility issues and trends.



If you receive the IAMU *Informer* newsletter in your email, then you'll receive *Connections*. If you'd like to be added to the recipient list, or sign up a co-worker, contact Sandy Longfellow at IAMU, slongfellow@iamu.org or 800-810-4268.

Glanzman retiring from MPU; party to be Oct.12

◆ **Lori Glanzman, General Manager of Mt. Pleasant Utilities, and a former IAMU Board President, is retiring after 39 years of service.** A party in her honor will be held October 12, 4:30 — 7 p.m. at the Mt. Pleasant Golf & Country Club. All IAMU members are invited. Please R.S.V.P. to 319-385-2121 by October 5.

Please note: A recent issue of the IAMU *Informer* contained an incorrect link to IAMU's Disconnection of Service Handbook on the IAMU web site. That publication is now posted on the Publications & Resources page, which can be accessed [here](#).

Are you registered for the Annual Conference?



IAMU Annual Conference 2011

The countdown is on! Join us October 5-7 at IAMU and the Holiday Inn Des Moines — Airport/Conference Center. See Page 1 of this publication for more information.

Register now! Click [here](#).

IAMU addressing Spanish language utility documents

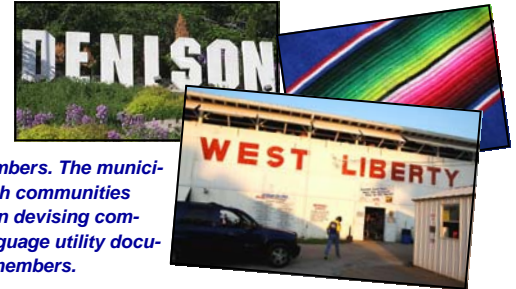
By Bob Haug, IAMU Executive Director

◆ ¿Habla usted español?

IAMU staff has been assessing the current state of municipal electric and gas utilities, looking at trends in sales, rates, population, and other community demographics. One observation of this data is that nearly all member utilities serve at least some customers who self-identify as Hispanics. What was a little surprising is that ten communities have Hispanic populations of over 10 percent:

☐ West Liberty	52%
☐ Denison	42%
☐ Hawarden	20%
☐ Lenox	20%
☐ Muscatine	17%
☐ Alta	16%
☐ Sioux Center	13%
☐ Ellsworth	12%
☐ Sibley	11%
☐ Estherville	11%

West Liberty and Denison, respectively, have the largest Hispanic populations among IAMU members. The municipal utilities in both communities will assist IAMU in devising common Spanish language utility documents for IAMU members.



Most Hispanic residents speak English or have someone in the household who does, but applications for service, payment agreements, and some other common forms are essentially contracts. As a matter of good customer service, it seemed to make sense that common documents be available in the first language of this growing segment of our population. The IAMU Board agreed.

◆ We know that other utilities also agree. For example, we found a Spanish language welcome pamphlet on the Alliant Energy website. Black Hills has a similar document. Alliant also has Spanish language information that explains their billing form and information about their low-income energy fund. MidAmerican has bilingual customer service representatives. We also note that the Iowa Department of Human Rights publishes information about LIHEAP and Weatherization Assistance in Spanish. Among municipal utilities, we learned that the City of West Liberty has bilingual service personnel. Denison has several documents in Spanish and is in the process of reviewing and updating them. With help from West Liberty and Denison, IAMU hopes to have some examples of a service application and other common forms available with both English and Spanish text before the end of the year.

If your utility has documents or other resources that could help with this project, please let us know. Contact Bob Haug at bhaug@iamu.org or call 800-810-4268.



IAMU's recent Underground Electric Distribution Workshop brought together electric utility operators and industry professionals for hands-on training, a trade show and networking opportunities.