

# The High Line

By Line

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## Beneficial Electrification

As electric utilities shift to more options that include renewable energy sources such as solar or wind power and make existing generation technologies cleaner, electricity uses less fossil fuel per kilowatt-hour of energy produced. This idea of “environmentally beneficial electrification” means that innovations in energy technology are creating new ways to use electricity instead of on-site fossil fuels such as propane, natural gas and fuel oil.

### Electric appliances can become greener over time.

As a practical matter, beneficial electrification means that electric appliances, like your water heater, clothes dryer, and oven have the potential to become greener over time. When Great River Energy, our power supplier, takes advantage of advances in technology and the market at the generation point, it means those efficiencies are inherently passed along to you, the co-op member.

Because large appliances have a typical lifespan of 15 to 20 years, it means that you are able to benefit from the flexibility of the grid in addition to the increased efficiency of the particular appliance. In other words, the high-efficiency electric oven you have today could be powered by renewable sources three years from now. This would not be the case with gas appliances where you are essentially locked into the technology of that gas appliance for the 15 to 20 year lifespan. As your co-op is able to tap into more

renewable options in the future, the only way you would be able to benefit from this trend is through an electric appliance.

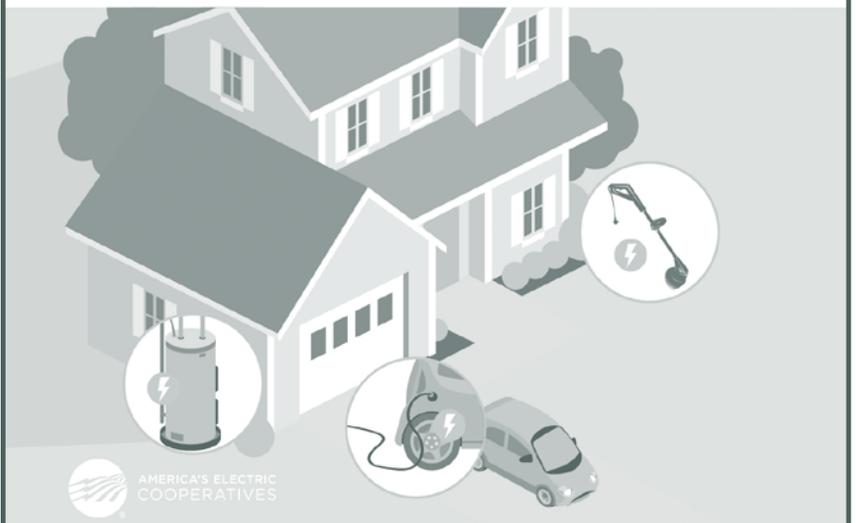
### Small steps to reducing carbon footprint

For consumers and homeowners looking for more environmentally-friendly energy options, choosing electric appliances over those powered by fossil fuels is an easy solution. Whether through electric lawn mowers, blowers and weed whackers (plug-in or rechargeable) or through electric water heaters and other appliances, beneficial electrification is a means to reducing greenhouse gases and helping the environment.

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### Environmentally Beneficial Electrification

Innovations in energy technologies are creating new ways to use electricity rather than on-site fossil fuels, like propane, natural gas and gasoline.



This concept is known as **beneficial electrification** and suggests that the use of more all-electric appliances and equipment, like water heaters, weed trimmers and electric vehicles, provides consumers with greener products and benefits the environment.

# Unwanted phone calls can be annoying and invasive

Unwanted phone calls can be annoying and invasive. It is harder to distinguish between legitimate businesses calling and scam calls trying to swindle you.

The Federal Trade Commission (FTC) maintains a Do Not Call Registry that bans telemarketers from calling numbers listed in registry. You can go to [www.donotcall.gov](http://www.donotcall.gov) or call the FTC at 888-382-1222 to register your number.

New technology has made unwanted telemarketing calls hard to stop. Modern technology has enabled scammers to place millions of “spoofed” calls over the internet and boldly violate the Do Not Call law and evade detection. The calls are generally placed by criminals whose intent is to steal money, and these criminals do not follow regulatory “no call” laws. The scammers are almost always located outside of Minnesota, and many of them are not even in the U.S.

Spoofed calls are placed using Voice over Internet Protocol (VOIP) to misrepresent the name and/or telephone number displayed on the recipient’s caller ID device. By spoofing their calling information, scammers can conceal their true identity and location.

Scam artists also use prepaid throw-away cell phones to hide their identity. They register them under fake names and use them for only a short period of time before replacing them with a new phone. This makes it very difficult for law enforcement to track them down.

## What can you do?

Do make sure your number is on the Do Not Call Registry by going to [donotcall.gov](http://donotcall.gov) or calling the FTC directly at 888-382-1222.

Report unwanted calls to regulation agencies. Try to collect as much information as possible, including the time and date of the call, the name and number (if you have Caller ID), and the nature of the call.

## Where to report?

### The Federal Trade Commission

The FTC has authority to enforce violations of the Do Not Call Registry. It also enforces federal laws regulating autodialed and prerecorded message calls, as well as interstate fraud committed over the phone.

Federal Trade Commission  
Bureau of Consumer Protection  
600 Pennsylvania Avenue NW  
Washington, DC 20580  
877-382-4357  
[www.consumer.ftc.gov](http://www.consumer.ftc.gov)

### The Federal Communications Commission

The FCC enforces federal laws regulating caller ID spoofing.

Federal Communications Commission  
445 12th Street NW  
Washington, DC 20554  
888-225-5322  
[www.fcc.gov](http://www.fcc.gov)

### The Minnesota Public Utilities Commission

The Minnesota Public Utilities Commission (MPUC) has authority over local telephone services like caller ID. It is important for the MPUC to hear from people who have been impacted by spoofed calls. You can report spoofed calls to the MPUC as follows:

Minnesota Public Utilities Commission  
121 Seventh Place East, Suite 350  
St Paul, MN 55101  
800-657-3782  
[www.mn.gov/puc](http://www.mn.gov/puc)



## True North Broadband

While your local phone provider cannot enforce any state or federal laws, we encourage customers to report violations to the agencies above. We can add caller id to your phone service, to help you identify incoming calls. We can also provide telemarketer call screening if unwanted robo-calls are a problem.

218-663-9030  
[truenorth@arrowhead.coop](mailto:truenorth@arrowhead.coop)



## Minnesota Attorney General

The Attorney General’s office has the above information and more details about consumer protection from scam callers.

Office of MN Attorney General  
Lori Swanson  
445 Minnesota Street Suite 1400  
St Paul, MN 55101  
800-657-3787  
[www.ag.state.mn.us](http://www.ag.state.mn.us)

## Electric Thermal Storage System Testing

All of our electric members who participate in our off-peak electric thermal storage (ETS) program recently received a letter highlighting an upcoming test starting the week of January 22, 2018. This test helped Arrowhead ascertain, during this test period, if our system demand can be regulated to match that of the backup generating station located in Colvill.

The typical overnight charging window for ETS systems was disbanded during the test week and your ETS system was able to charge freely at any time if day – in essence it would have been able to constantly top itself off. In general, your ETS system should have consumed the same amount of energy as it did before, but you may notice that it was charging at times outside of the overnight hours.

Arrowhead Cooperative and Great River Energy, as of January 29, 2018, have moved all ETS systems back to a traditional off-peak charging regime. Some of our ETS members will be in our traditional overnight period, and some of our ETS members will charge during daytime hours. We will continue to optimize when ETS systems charge so you may notice that your ETS schedule has changed at some point during this heating season.

Please let the Arrowhead team know if you experience any discomfort or issues during this test period.

Feel free to contact us with any questions that you might have. Please refer to the contact information on the letter you received, or call the Arrowhead Cooperative office at 1-800-864-3744 or 1-218-663-7239.

## Continued... Beneficial Electrification

At the national level, electric co-ops across the country are purchasing and generating more renewable resources, bringing wind, solar and geothermal energy into the electric power system, which means electricity is becoming greener. As the overall energy sector continues to evolve, Arrowhead Cooperative is striving to take advantage of the advances in technology and the opportunities of the market as they become available. This means we can leverage the flexibility of the grid to offer a wider range of renewable power choices as we continue to deliver safe, reliable and affordable power to our community.

Look for ways to choose beneficial electrification in the future. The successful transition to a clean energy future will include increased reliance on efficient electric technologies like electric vehicles and advanced electric water heating, including heat pump or grid-interactive resistance water heaters, powered by an increasingly cleaner and more flexible electric system.

Contact the energy experts at Arrowhead Cooperative to discuss available renewable energy options and to learn about the latest ways to save energy or visit our website: [www.arrowhead.coop](http://www.arrowhead.coop) for more information.

## Energy Efficiency Tip of the Month

In spring and summer months, set your ceiling fans to turn in the counterclockwise direction. This will create a cool breeze. Remember, ceiling fans cool people, not rooms. Turn them off when you leave the room.

Source: [energystar.gov](http://energystar.gov)



# Dates to Remember

February 20  
February 20  
February 22

Electric & Broadband bills due  
Youth Tour Essays due  
Board of Directors Meeting



## Winter Bill Help Available

**D**o you or someone you know need help paying your electric bill this winter? The Minnesota Cold Weather Rule helps homeowners and renters protect and reconnect heat during the winter months beginning October 15.

If you are worried about paying your electric bill on time, contact Arrowhead Cooperative at **800-864-3744** BEFORE the due date of your bill. You will need to fill out the form in the Cold Weather Law brochure. You can call our office to get a form sent to you. After you return the form to us we can help you make a payment arrangement so that your power does not get shut off.

**If you need additional help you can also call the following numbers**

Energy Assistance Hotline: 1-800-657-3710  
Arrowhead Economic Opportunity Agency (AEOA): 1-800-662-5711  
Grand Portage Energy Assistance: 218-475-2822  
Salvation Army Heatshare: 1-800-842-7279

In order to keep your electricity on you must make a payment arrangement with Arrowhead Cooperative and stay current on your payments. If you are income-eligible, you must also apply for AEOA Assistance. This is true for all residential customers, even senior citizens or families with children.

Please call our office if you have any questions about getting help with your electric bills. We are happy to help you get the assistance you need to stay safe and warm this winter.



## Right-Of-Way

Rights-of-way clearing pauses during the winter months. We will resume as soon weather permits. Keep in mind, clearing and hazard tree removal can happen at any time, in any area as needed.

### What can you do to help?

- Please be sure the right of way is clear of personal items to ensure the mowers and equipment can pass through with ease.
- Brushing and/or mowing your private right-of-way from the meter to your home, following your electric or fiber line, would be extremely helpful. The suggested width is 10 feet for both overhead and underground services.

Please mark survey pins, septic systems, well heads, wire or fencing with a five foot permanent reflective marker post within the right-of-way, and remove any personal items that may be damaged by flying debris. Arrowhead Cooperative will not accept liability for damage of these items if not notified. If you do not live at your service address, please call the office to inform us of known obstacles in your right-of-way.

Arrowhead Cooperative encourages members to contact the office with any questions or concerns regarding Right-of-Way clearing.

## Arrowhead Cooperative True North Broadband

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Fax 218-663-7850

[www.arrowhead.coop](http://www.arrowhead.coop)  
[www.truenorthbroadband.com](http://www.truenorthbroadband.com)

General Manager: Joe Pandey  
Board President: Scott Harrison  
Newsletter Editor: Yusef Orest & Sara McManus  
Cooperative Board Meeting last Thursday of each month @ 9:00 a.m. with the exception of November and December due to the holidays.

