

A newsletter from Arrowhead Cooperative

The High Line

By Line

March 2018, vol. 23



Arrowhead Cooperative Needs You!

You are needed to serve as an Arrowhead Cooperative Board Member!

In 2018 there are three districts up for election:

- District 2 – Maple Hill/Colvill
- District 4 – Rosebush/Devils Track
- District 5 – Pike Lake/Cascade

Note: The entire membership votes for the directors. Ballots are mailed with the annual report prior to our annual meeting in June.

What does the Board of Directors do?

The Board meets once a month. They receive updates from the managers and review financial reports. The Board hires the General Manager and delegates duties, responsibilities, and authority to the GM.

The Board, with the General Manager, makes decisions about the annual operating budget.

The Board has the authority to direct the management of the cooperative, including determining rates and developing the rules and regulations that govern service to the members.

Who can be a director? You can!

The qualifications to serve:

- Be an Arrowhead Cooperative Member
- Live in the district you wish to represent
- Willing to attend regular meetings (time and travel are compensated)
- Have an interest in shaping the future of Arrowhead Cooperative

If you are interested in learning more about serving on the Arrowhead Cooperative Board please contact: Lynne Wiitala at 218-663-7239 or email newsletter@accimn.com.

The nominating committee will be meeting in early April 2018.



Operation Round Up Grant Applications for 2018 Available Now!

Do you know a great local nonprofit organization that could use some extra funds? Arrowhead Cooperative's Operation Round Up provides grants to groups serving Cook County.

Projects funded in 2017 include:

- Take a Kid Fishing -special event organized by Cook County Soil & Water Conservation District
- Teacher training sessions provided for all Cook County educators
- Educational materials for use at Chik Wauk Museum on the Gunflint Trail

Grant guidelines and application forms are available now on Arrowhead Cooperative's website (arrowhead.coop). The applications are due in Arrowhead Cooperative's office by 4pm on Friday, April 13, 2018. Awards will be distributed at Arrowhead Cooperative's Annual Meeting on June 9th. For more information please email Sara McManus at smcmanus@arrowhead.coop.



Electric Thermal Storage System Testing Update

Between January 22, 2018 and February 15, 2018 Arrowhead Cooperative conducted a test of our Electric Thermal Storage (ETS) load management system. Each of our electric members who participate in our off-peak ETS program received a letter mailed in early January explaining the process. This test helped Arrowhead determine how much control our load management system can provide in conjunction with our

backup generating station located in Colvill.

Most members did not encounter any difference in the behavior of their ETS system or how their homes were heated. For any members who made adjustments to their heating systems or to their normal routine we sincerely appreciate your assistance and feedback on the effect of the system test.

Arrowhead Cooperative and Great River Energy have ended the

system testing as of February 15th and moved all ETS systems back to our traditional overnight off-peak charging periods.

Please let the Arrowhead team know if you have any remaining questions about the ETS system testing.

Please refer to the contact information on the letter you received, or call the Arrowhead Cooperative office at 1-800-864-3744 or 218-663-7239.

Wireless Internet Basic Troubleshooting Tips

Having trouble connecting to the internet? Here are a few basic steps you can take to resolve the problem.

Can you get online at all?

If one website isn't working, try a different one. If one device is not connecting, see if you can get online with a different device. This can help you isolate the problem –perhaps a particular website is down or one of your computers has a problem.

Is the power on?

If you can't get online at all, check your True North equipment and make sure that it is plugged in to a power source. If it is on a power strip, make sure the power strip is working. If you have GFI outlets in your house, check to make sure none of them need to be reset. If there are no lights at all on the equipment then it probably needs power.

Connection is slow or interrupted?

Try moving closer to your router. A common reason for slow speeds on a wireless connection is being too far from the router.

Who else is online? Each device you connect to your wireless network takes a piece of your available speed. If you regularly have more than one person at a time trying to stream videos and music and play online games, you might want to move up a level in speed.

Still Not Working Smoothly?

If you are using True North Broadband's wireless router, the technical support staff at our partner CTC's office in Brainerd can usually help resolve issues over the phone. To access True North's technical support, call

our office directly via either Arrowhead Cooperative's main phone number (218-663-7239) or the extension for the broadband department (218-663-9030). During office hours we'll take all of your information and pass that on to the help department to follow up with you, usually the same day. If it is after hours, listen to the voicemail prompts to be transferred to the help line. You'll leave a message with your contact information and someone from the help department will return your call. The messages are checked seven days a week, so even if you have a problem on the weekend you can call our office for assistance.

Energy Efficiency Tip of the Month

Make sure your refrigerator door seals are airtight for maximum energy efficiency. Test the seal by closing the door over a piece of paper (so that it's half in and half out). If you can easily pull the piece of paper out, your seal may need to be replaced or the latch may need to be adjusted.

Source: energy.gov



Don't Waste. Insulate!

Properly insulating your home reduces heating and cooling costs, and improves comfort.

R-values measure a material's resistance to conductive heat flow. The higher the R-value rating, the greater the effectiveness of the insulation. Below are recommended R-values for areas of the home that should be insulated.

**Recommendations on R-values are subject to regional climate conditions.*

Source: U.S. Dept. of Energy



TYPES OF INSULATION

- Batt
- Foam
- Blow-in

1

DUCTWORK

Whether it's made of metal or plastic (PVC), insulated ductwork protects your investment in conditioned air year-round. Minimal R-values of 4.3 are recommended for blanket-style wraps secured with tape. Insulated ductwork rated at R-6 is also available.

2

EXTERIOR WALLS

There are multiple options for insulating exterior walls. Rock wool or fiberglass batts of R-13 to R-20 value are preferred behind drywall, but each inch of blown-in polyurethane foam insulation provides an R-value of 3.9.

3

BENEATH LIVING SPACE

Whether your home has a full basement, a crawl space or an attached garage, having an insulation value of R-19 under the living space floor will help increase comfort year-round.

4

SLAB FOUNDATION

Properly installed foam boards around the exterior edge of the slab of an existing home can reduce heating bills by 10 percent or more.

Dates to Remember

March 11
March 20
March 20
March 30

Daylight Saving Time begins
Board of Directors Meeting
Broadband & Electric bills due
Office Closed for Good Friday



Winter Bill Help Available

Do 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.

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Cooperative Board Meeting last Thursday of each month @ 9:00 a.m. with the exception of November and December due to the holidays.

