

A newsletter from Arrowhead Cooperative

The High Line

By Line

October 2017, vol. 23



A Touchstone Energy® Cooperative 

Welcome to Our New General Manager!

The Arrowhead Cooperative Board of Directors is thrilled to announce that Joseph Pandy, Jr. has joined us as the new General Manager (GM/CEO). Joe has served as a public power system manager for his entire career, having managed rural electric cooperatives in the mountains of Colorado and in the hurricane region of Texas. He began as a GM in his hometown of Painesville, Ohio; later he managed Cleveland Public Power in Ohio and Lansing Board of Water & Light in Michigan.

Joe graduated from Illinois Institute of Technology in Chicago with a B.S. in Mechanical & Aerospace Engineering. He also has an MBA in Management from Ohio University. Joe and his wife, Elizabeth, have two sons who were adopted from Russia; Joey (18) is a freshman at St. Norbert College in DePere, Wisconsin, while Jimmy (17) is a senior at St. Mary Cathedral High School in Gaylord, Michigan.

Joe expressed enthusiasm for his leadership role at Arrowhead Cooperative and is impressed with the excellence of the staff. He looks forward to growing the True North Broadband opportunities



and to communications with the member-owners of the Cooperative.

Joe grew up on the shores of Lake Erie. He is an avid fisherman and also enjoys hunting, golfing and the other outdoor recreational opportunities of our area. Please come by during our Member Appreciation Week starting October 9th and get to know him!

October is National Cooperative Month

Celebrate with Arrowhead Electric Cooperative

Member Appreciation Week: October 9-13

5401 W Hwy 61 in Lutsen

- Daily open house with coffee & cookies
- Raffle drawings
- Vote for 2018 calendar photos

Member Lunch: Friday, October 13th

Burgers hot off the grill from 11:30am to 1:30pm
Door prizes & games all day
Our linemen are dusting off their aprons and perfecting their spatula skills!

Food Shelf Donations

Arrowhead Cooperative will be collecting donations for the Cook County Food Shelf. Members can bring non-perishable food items or checks made out to the Cook County Food Shelf and we will deliver them to the food shelf in Grand Marais.

Arrowhead Cooperative is Committed to Serving You

CO-OPS
COMMIT

Co-op Month 2017

Arrowhead Cooperative Commits to Members

While many Minnesota electricity consumers pay power bills to companies that answer to far-away stockholders who demand a healthy profit every quarter, members call the shots at electric co-ops like Arrowhead. Co-ops aren't under pressure to keep rates high enough to generate big profits. Instead, co-ops try to keep your bill as low as possible while providing high-quality service. We invest money in excess of operating costs back into the infrastructure to serve our members or return the excess (known as margins) to you directly in the form of capital credits.

Arrowhead Cooperative Commits to Education

Information is everywhere today, but accurate information can be

hard to find amidst all the noise. At Arrowhead Cooperative, it is part of our mission to provide education to our members so they are empowered to make decisions about their energy use. Similarly, part of our responsibility in providing broadband to the community includes providing education on how to use this new technology safely, efficiently, and effectively. During Member Appreciation Week we will be hosting informal afternoon education sessions on a variety of topics. The schedule is on the back page of this newsletter.

Arrowhead Cooperative Commits to Community

Local people working for local good. That's the essence of the Seventh Cooperative Principle, "Concern for Community," one of the seven guidelines that govern

electric cooperative operations. First and foremost, Arrowhead Cooperative strengthens our community by doing what we do best: providing safe and reliable electricity at an affordable cost. We also provide high speed internet with our fiber to the home network throughout the area. We open doors for young people in the community with our scholarship program and the annual Rural Electric Youth Tour trip to Washington, D.C. We teach children safety through programs in schools. We help members identify ways to save money on their monthly electric bill. Touchstone Energy's Together We Save campaign is another way we help you learn to manage your energy usage. On togetherwesave.com, you can learn how the little changes add up to big savings on your monthly electric bill.

A Special Thank You for Arrowhead Cooperative Members

As part of our Member Appreciation Celebration we will have a drawing to award one member with a \$50 credit on the member's electric bill. Complete and mail in the form below to enter.

Drawing will be held on Tuesday, October 31st. Entries must be received by noon that day. You do not need to be present to win.

Send to: Arrowhead Cooperative PO Box 39 Lutsen, MN 55612

Arrowhead Cooperative Member Appreciation 2017

Win a \$50 credit on your electric bill!
The drawing will be held on October 31, 2017
You do not need to be present to win.

Name _____ Account # _____

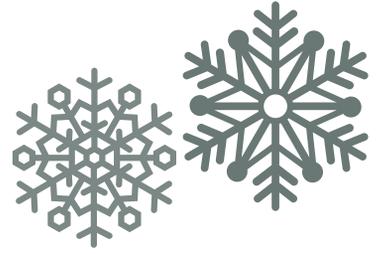
Phone _____

Mailing address _____

City _____ State _____ ZIP _____

Send completed entry to
Arrowhead Cooperative • PO Box 39 • Lutsen, MN 55612

Minnesota Cold Weather Law



Please take a moment to review the Minnesota Cold Weather Law Brochure that was included with your bill. It has important information about energy assistance resources, low cost/high impact energy saving tips, your rights and responsibilities as a member, and the Application for Electric Co-op Shut-Off Protection. Do not hesitate to contact the Arrowhead Cooperative office with any questions. We are eager to work with you so that your electricity stays on all winter long.

What is the Cold Weather Rule?

The Minnesota Cold Weather Rule helps homeowners and renters protect and reconnect heat during the winter months beginning October 15.

When is the Cold Weather Rule in effect?

October 15th – April 15th

Can my power be shut off during the winter?

Yes!

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.

How do I set up a payment plan?

If you are worried about paying your electric bill this winter, contact Arrowhead Cooperative at 800-864-3744 BEFORE the due date of your bill.

What if I get a shut-off notice?

Fill out the form in the Cold Weather Law brochure included

with your bill, or call our office to get a form sent to you. Return the form to us BEFORE disconnect day.

How can I get more help?

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

Winter will be here soon. Let's work together to keep everyone safe and warm.

Reminders for Members with Dual Fuel or Off-Peak Heat

Fall is here and colder weather is just around the corner. It's time to change your furnace filters, stock up your kindling supply, and make sure your heating system is ready for another North Shore winter.

In addition, members on our Load Management programs, including dual fuel and off-peak heating, please note a few items.

Earlier this month Arrowhead Cooperative began doing field testing of our radio receivers and verification of load management devices.

- These tests will not interrupt your service.
- We do not need indoor access to your home or other buildings.

- If we find any issues requiring your attention we will let you know right away.

Arrowhead Cooperative communicates information about load management for our Dual Fuel participants in several ways:

- Direct email
- On our Facebook Page (search @accimn)
- On our website (www.arrowhead.coop)
- Text message *new this year*

If you did not receive notifications via email last year and you would like to do so, please send your email address to newsletter@arrowhead.coop.

*If you would like to receive a text message notification of load management events please provide us with your cell phone number and the name of your carrier. You can email us at the link above or call our office directly. Standard text messaging rates from your provider apply.

Our power supplier, Great River Energy, will initiate a test of the dual fuel system on two scheduled dates in October. These test control periods are Thursday, October 19th and Saturday, October 21st, from 6pm to 9pm both days. We will send out notifications of these events, so check to see that you are receiving this information as you wish.

Dates to Remember

October 9-13
October 13
October 20
October 26
October 31

Member Appreciation Week
Member Appreciation Lunch
Electric & Broadband bills due
Board of Directors Meeting
Happy Halloween!



Member information sessions

During Member Appreciation Week, please join us for some informal sessions on popular topics in broadband and electric utility. No registration is necessary. The events are open to members and community members alike.

Arrowhead Cooperative Office

5401 W Highway 61 in downtown Lutsen
Daily, 1-2pm

Monday, October 9th -Streaming Basics

Want to know what this streaming thing is all about? Just last month, programming only available on streaming services won 32 Emmy Awards. There is a range of content available, and an equally broad variety of sources. Join us for a demonstration of some of the most common ways to watch tv and movies online.

Tuesday, October 10th -Internet Safety

It seems there is a new data breach in the news every month. How do we keep our private information safe while still enjoying the convenience and accessibility of the internet? We'll cover basics like how to keep track of all those passwords and how to avoid "phishing" emails.

Wednesday, October 11th

-Environmentally friendly utility services

Can an electric utility be environmentally friendly? Come learn what Arrowhead Cooperative is doing to support renewables, energy efficiency, and environmental sustainability. Enjoy a tour of the Arrowhead Cooperative Solar Community.

Thursday, October 12th -Load Management

Arrowhead Cooperative offers reduced rate programs for dual fuel and electric thermal storage (ETS). What are these all about? Why is it important for the cooperative to manage demand and load? Learn how load management helps us use energy more efficiently.

Right-Of-Way

The Right-of-Way crew will be working at the end of the Gunflint Trail, hand clearing around poles and underground facilities. Keep in mind, mowing 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

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www.arrowhead.coop



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.