

The High Line

By Line

November 2017, vol. 23



A Touchstone Energy® Cooperative 

Member Appreciation Week 2017

It was wonderful to see so many of you during our Member Appreciation Week in October. Thanks to everyone who joined us for lunch on Friday.

Member Services Manager Yusef Orest and True North Supervisor Sara McManus enjoyed conversations with members about online streaming, online safety, environmentally friendly utility services, and Arrowhead's load management programs. If you were not able to join us, please visit our Facebook page to see the videos. If there are other topics you would like us to address in sessions like these please let us know: newsletter@arrowhead.coop.

Once again our members showed their generosity with the many contributions of food and money for the Cook County Food Shelf. Thank you so much for your clear demonstration of Cooperative Principle # 7: Concern for Community.

Congratulations to the following members who won prizes during Member Appreciation Week:

Member	Prize
Chuck Futterer	Camp Chow from Trail Center
Jackie Odermann	Moose sculpture ornaments from Last Chance Art Gallery
Keith Wendt	Coasters and cutting board from H. Lill's Boutique & Design
Mark Scott	Fika coffee & handmade mugs
Heidi Jacobson	True North services gift certificate
Karin Anderson	True North services gift certificate
Silviya Duclos	Arrowhead Cooperative gift certificate



As a sign of our appreciation for our members we had a variety of gifts.



The fidget spinners were especially popular with the "younger" crowd.

Time for a Winter Tax Break

With the start of another heating season, Arrowhead Cooperative would like to remind our members who have **electric heat as a primary heat source** that their heat is exempt from Minnesota sales tax, November through April.

The exemption only applies to electricity used as your primary fuel for residential heating. If you have two heat meters, only one heat meter is tax exempt. Electricity from lights, appliances, etc. is not tax exempt.

Arrowhead Cooperative must charge sales tax unless we have a Sales Tax Exemption Certificate on file. If sent in the form in a past year you do NOT need to send it in again. We renew it automatically.

If you find you qualify and are not sure if you have already submitted this certificate, contact our billing office at 218-663-7239 or 800-864-3744.

If you have already signed the Sales Tax Exemption Certificate for past years you are already tax exempt. There is no need to renew this tax break annually.

Electric Heat Sales Tax Exemption Certificate

Please sign and return to:

Arrowhead Cooperative
PO Box 39
Lutsen, MN 55612

This is to certify that the main source of heat for my home (over 50%) is furnished by permanently installed electric heating equipment and I therefore am eligible for the electric heating sales tax exemption, as provided by Minnesota state law. This is for the billing months of November through April only.

Account Number _____ Date _____

Member Name (please print) _____

Member's Signature _____

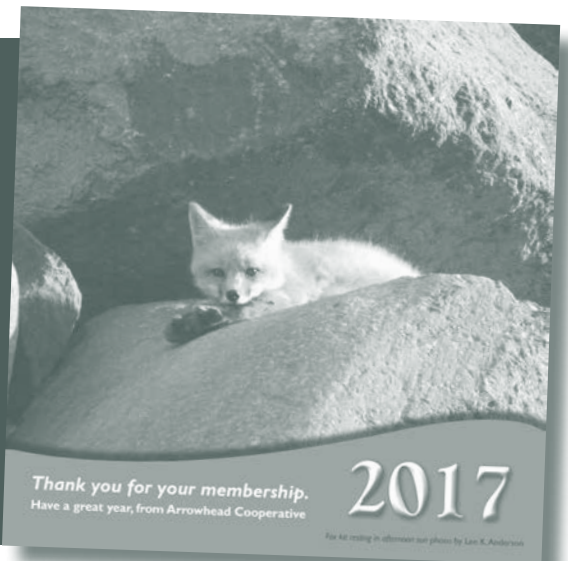
Service Address _____

Coming Soon... 2018 Arrowhead Cooperative Calendar

The 2018 Arrowhead Cooperative Calendar will be mailed to members in mid-December. Thank you so much to the members who submitted photos and to the many, many members who stopped by our office to admire them and vote for the images to include in our calendar.

Members whose photos will be in the calendar includes:

Lee K. Anderson, Jim Cordes, Terri Hyzer, Andrew Kelleher, Max Musich, Greg Nichols, Michael Plumb, Brian Schroeder, Vienna Volante, Robert Wedell, and Keith Wendt.



Look out for scams

Unfortunately, in today's world, scams are inevitable. Scammers can threaten you with everything from legal action involving the IRS to turning off power to your home.

Utility scams often involve an individual or group posing as an employee of your electric cooperative. The scammer may use threatening language in order to frighten you into offering your credit card or bank account information. Don't fall victim to these types of scams. Understand the threats posed and your best course of action:

- If someone calls your home or cell phone demanding you pay your electric bill immediately, gather as much information as you can from that individual, hang-up the phone and contact the local authorities. Scammers often use threats and urgency to pressure you into giving them your bank account number or

loading a pre-paid credit or debit card. Arrowhead Cooperative will never ask you to offer up personal finance information over the phone. If you have any doubts about your utility bill, contact us in person, or over the phone at 800-864-3744.

- Arrowhead Cooperative does not send employees out to collect money from members.

There are other types of scams consumers should watch out for:

- Government agencies like the IRS will never call to inform you that you have unpaid taxes or other liens against you. You will always receive this type of information in the mail. If someone calls claiming to be the IRS, hang-up immediately.
- If you receive an email from an unknown sender; an email riddled with spelling errors and typos; or an email threatening action unless a sum of money

is paid, do not click any links provided within the email, and do not respond to the email. Simply delete the email, or send it to your spam folder.

- If someone calls your home claiming to have discovered a virus on your computer, hang-up. This caller's intent is to access personal information you may be keeping on your computer.

Remember, when in doubt, don't give it out. Any legitimate organization will not pressure you to give them information or money and will respond to your requests for additional information. The website of the Minnesota Attorney General has additional information about current scams and tips for avoiding scams. Visit www.ag.stat.emn.us to learn more and to find contact information to report scams to the appropriate federal agencies.

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.



Dates to Remember

November 5	Daylight Saving Time -Fall Back!
November 11	Veteran's Day
November 20	Electric & Broadband bills due
November 23 & 24	Office closed for Thanksgiving
November 30	Board of Directors Meeting



Mitten Tree

Once again Arrowhead Cooperative will be collecting mittens (and hats and gloves and scarves!) to donate to those in need. Contributions of new or homemade winter accessories can be brought to Arrowhead's Lutsen office and we will get them to Operation Family Christmas coordinators to distribute.

Help us decorate our tree with warmth, comfort, and cheer!



DAYLIGHT SAVING TIME

Don't forget to fall back on November 5!
Set your clocks back by one hour.



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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Lutsen, Minnesota 55612-0039
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Toll Free 1-800-864-3744
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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.