

A newsletter from Arrowhead Cooperative

The High Line

By Line

August 2018, vol. 23



A Touchstone Energy® Cooperative 

New! Faster Speeds for True North Broadband

T rue North Broadband is the fiber-to-the-home network that Arrowhead Cooperative operates to bring high speed internet and reliable phone service to our members. Just four years ago we connected our first customers to the first true broadband internet in the county. Today we serve over 2,500 homes and businesses at the tip of the Arrowhead.

When we started offering service in 2014, our basic speed option of 20 Mbps (megabits per second) felt so fast! The only other options for home internet at that time were satellite providers with connections of about 5 Mbps or DSL connections that topped out at 10 Mbps. Technology changes fast and soon we had subscribers requesting more speed. In 2015 we began offering 100 Mbps connections for homes.

This summer we've updated our speed offerings to give subscribers a better online experience. An increasing number of devices in our homes are connecting to the internet. Smart phones, watches, tablets, appliances, and televisions all demand a share of bandwidth. Webpages with auto-play videos for news clips or advertisements means just browsing the web consumes more bandwidth than it used to. So now 100 Mbps is our new baseline speed offering!

True North Broadband delivers the fastest, most reliable internet on the north shore. With our new speeds, you can connect more and connect faster.



New Residential Internet Speeds

100 Mbps
200 Mbps
300 Mbps
500 Mbps
1 Gigabit

All the speeds are symmetrical (the same speed for upload and download).

Contact us today for pricing and more information. Existing subscribers can get up to two months FREE with their upgrade -call us for details.

True North Broadband from Arrowhead Cooperative

Toll free: 877-602-7769

Direct: 218-663-9030

email: TrueNorth@Arrowhead.coop

TrueNorthBroadband.com



Save the Dates!

October is National Cooperative Month
Celebrate with Arrowhead Electric Cooperative
Member Appreciation Week: October 15-19



Time to Submit Photos for the Arrowhead Cooperative Calendar



**Submit a photo to be included in
the 2019 Arrowhead Cooperative
Calendar!**

It is easy and fun:

1. Choose a photo you have taken.
2. Send it to us.
3. Come by our office during Member Appreciation Week in October and vote for your favorites to be included in the next calendar.

The details:

1. Only Arrowhead Cooperative members, directors, employees and their family members are eligible.
2. Two entries per membership will be accepted.
3. Please include your name, phone number, email address, and member number or account number.
4. For each submission we need 1 cleanly printed photo AND 1 digital copy.
5. Photos can be either horizontal or vertical orientation.
6. Submitted photos become the property of Arrowhead Cooperative and may be used in other publications or digital media. Photos will not be returned.
7. Deadline: Friday, October 5th.
8. Email photos to Newsletter@accimn.com AND mail prints to Arrowhead Cooperative PO Box 39 Lutsen, MN 55612



Mail printed photo to

Arrowhead Cooperative
PO Box 39
Lutsen, MN 55612

You must also Email your photo

to Newsletter@accimn.com
Include your name, address,
& contact number.

We Want To Talk To You

Does Arrowhead Cooperative have your current contact information?

Keep us up-to-date with your current mailing address, phone number, and email address. We use this information to contact you about important information:

- Scheduled outages
- Right-of-way maintenance
- Mailing Capital Credit checks

If you have a SmartHub account to view your bills online, you can log in there to see your current contact information on file and submit any changes:
accimn.smarthub.coop

You can send us the information via email: Newsletter@arrowhead.coop

Or fill out the form below and return it with your monthly payment.

Name _____

Account Number _____

Service address _____

Mailing address _____

Home phone _____

Mobile phone _____

Email address _____

REMINDER

Reminder for True North Subscribers:

You can suspend your True North service once per year for a minimum of one and a maximum of six months. If you have suspended your service in the past, you must be active for six months before you are eligible to suspend again.

Suspended service rate is \$10/month per service.

Please notify us at least two business days before you would like your service activated or suspended.

Toll free: 877-602-7769 Direct: 218-663-9030

Email: TrueNorth@arrowhead.coop

Dates to Remember

Monday, August 20
Thursday, August 30
Monday, September 3

Electric & Broadband bills due
Board of Directors Meeting
Office Closed; Labor Day



Ways to Pay!

At Arrowhead Cooperative, we believe that paying your bills should be secure, convenient, and simple. Here are some easy ways to pay your electric or broadband bill.

1. Pay online with SmartHub

Both Arrowhead Cooperative and True North Broadband offer easy online access to your account so you can see your current bill, past bills, payments, and more! You can sign up for automatic payments with a checking account, savings account, or credit card. You can also make a one-time payment online or with the SmartHub mobile app.

2. Pay by mail

Send a check, cashier's check, or money order addressed to

Arrowhead Cooperative
PO Box 39
Lutsen, MN 55612

Please include your name and account number with your payment.

3. Pay by phone

During office hours (Mon-Fri, 8am – 4:30pm) you can call our office at 800-864-3477 and pay your bill (electric or broadband). We accept payments from checking or savings accounts and all major credit cards.

4. Drop it off

Arrowhead Cooperative shares a payment dropbox with Como Propane in Grand Marais. You can leave check or money order payments addressed to Arrowhead Cooperative in the box outside the Como office at 2 E Hwy 61.

There is also a drop box outside our office in Lutsen or come on inside and say hi.

Remember that electric and broadband bills must be paid separately, but feel free to put them both in the same envelope.

Right-Of-Way

Rights-of-way clearing has paused while our contractors complete their assessments. We anticipate clearing will resume in August. Our contractor will continue contacting members from the Gunflint Lake area down through the mid-trail area to discuss ROW maintenance on their property. 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, sprinkler systems, 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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Interim General Manager: Jenny Kartes
Board President: Roger Opp
Newsletter Editor: Sara McManus and Yusef Orest
Cooperative Board Meeting last Thursday of each month @ 9:00 a.m. with the exception of November and December due to the holidays.

