

A newsletter from Arrowhead Cooperative

The High Line

By Line

October 2018, vol. 23



A Touchstone Energy® Cooperative 

Cooperatives See the Future

Dramatic changes are transforming all aspects of the energy industry. Interest in renewable energy is at an all-time high, and ultimately consumers want greater control over their energy use and payment methods. The prevalence of smart-phone apps and “smart” technology for the home is increasing, and consumers and businesses are showing greater interest in electric vehicles. There’s no denying it: electric utilities will have to make changes to the way they provide energy to accommodate these trends. Luckily, Arrowhead Cooperative is uniquely positioned to meet these changing energy needs because we are a cooperative.

Co-ops are community-led.

October is National Co-op Month, which is the perfect time to highlight the many ways electric cooperatives are unique. Cooperatives are locally governed, looking out for the long-term needs of their consumer-members.

Electric cooperatives belong to the communities they serve. This heightened community focus allows us to quickly adapt to evolving consumer expectations. Our closeness to the community ensures a better response to these needs because we are led by the people that we serve.

Co-ops are a catalyst for good.

Electric co-ops, like Arrowhead, are a catalyst for good in their communities. Co-ops engage their consumer-members to do things that might otherwise be impossible or difficult, like more than 60 years ago when Cook County residents formed a cooperative to bring power to areas where other utilities did not find it economically feasible. Today, it means providing fiber broadband service, community solar, off-peak heating options, and energy efficiency guidance. Arrowhead Cooperative members can track their electric usage with our SmartHub site and can even pay bills from their mobile phones. Our advanced meters have allowed us to identify outages before the trucks are even out of the garage. This fall Arrowhead Cooperative is supporting the increase in traffic from electric vehicles by installing EV charging stations throughout the county.

Cooperatives exist to meet a need that was previously unmet in the community, and they strive to anticipate and plan for the future needs of their consumer-members.

The co-op business model is unique. It is pragmatic, mission-oriented and puts people first. Arrowhead Cooperative determined to enrich the lives of those living and working in the communities they serve—now and in the future.



October is National Cooperative Month

Celebrate with
Arrowhead Electric Cooperative

Member Appreciation Week:
October 15-19

5401 West Hwy 61
in downtown Lutsen

- Daily open house with freshly brewed Fika coffee & cookies
- Raffle drawings -check Facebook each day to see prizes
- Vote for 2018 calendar photos

Member Lunch:
Friday, October 19th

Burger Time! 11:30am to 1:30pm
Door prizes & games all day

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.

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 Wednesday, 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 2018 Win a \$50 credit on your electric bill!

The drawing will be held on October 31, 2018

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

Reminders for Members with Interruptible / Dual Fuel or Off-Peak Heat Systems

Fall is here, and colder temperatures are just around the corner! It's time to test your heating system and ensure it is ready for another North Shore winter.

Arrowhead will be conducting our annual Interruptible / Dual Fuel equipment tests - the dates are scheduled for Thursday, October 18 and Saturday, October 20, 2018. The test will include all interruptible / Dual Fuel codes. These tests will be performed between 6 PM – 9 PM. We will send out notifications of these events, so check to see that you are receiving this information as you wish.

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

- Direct email
- Text message (SMS)
- On our Facebook Page
- On our website (www.arrowhead.coop)

If you did not receive notifications via email last year and you would like to do so, please send your preferred 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.

As a reminder to our load management participating members, Arrowhead will begin replacing load management receivers (switches) in the 2018/2019 heating season with our AMI communicating devices. Arrowhead staff will contact members as we begin these replacements.

How To Win A \$100 Bill Credit

To say THANK YOU to the members and subscribers who use autopay we are giving away a total of \$400 in bill credits for Arrowhead Electric accounts and True North Broadband accounts.

Who is eligible: Electric accounts and Broadband accounts that sign up or are already signed up for automatic monthly payments with Arrowhead and True North.

How to enter: Sign up for autopay by October 31, 2018 to be eligible. If you are already signed up for automatic payments with us (not with your personal bank or another 3rd party), you will be entered automatically.

After automatic payments are processed on Tuesday, November 20th we will draw winners from the accounts that successfully paid.

Prizes:

Arrowhead Cooperative

Grand Prize: \$100 credit on your bill (1)
Runners up: \$50 credit on your bill (2)

True North Broadband

Grand Prize: \$100 credit on your bill (1)
Runners up: \$50 credit on your bill (2)

How to sign up for autopay:

1. Visit www.arrowhead.coop and click on Online Bill Pay.
2. Sign up for SmartHub. To register, you'll need your account number, email address, and last name.
3. On the SmartHub site, under Billing & Payments, choose Auto Pay Program.

SmartHub Autopay is the best way to pay your electric and your broadband bill.

- You could win up to \$100 credit on your bill!
- It's easy. Sign up once and all the work is done. No remembering to mail a check or remembering to call on the due date. You can sign up for autopay and still receive a printed bill each month. You can use a credit card, a checking account, or a savings account.
- Avoid late fees. Your bill gets paid on time every month.
- It's secure. Your information is protected at all times.
- It's efficient. When you have autopay with your personal bank or another third party your bank will still mail a paper check to Arrowhead each month. That check will still need to be manually entered by our staff and taken to our bank for deposit.
- It's accurate. You never over-pay or under-pay. With autopay through Arrowhead or True North you're charged the amount due, so if your balance is \$0 nothing is charged to your autopay. You never have to worry about payments lost in the mail, or the timing of when they will get applied to your account.



Dates to Remember

Friday, October 5
October 15-19
Friday, October 19
Monday, October 22
Thursday, October 25

Deadline for photo contest
Member Appreciation Week
Member Appreciation Lunch
Electric & Broadband bills due
Board of Directors Meeting



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 payment arrangement. If you are income-eligible, you must also apply for AEOA Assistance. This is true for all residential customers; including senior citizens, those with disabilities, families with children, and single adults.

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 and call us to set up your payment arrangement.

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.

Right-Of-Way

Contractors from Northern Clearing are working on Right-of-Way clearing from Gunflint Lake to Devil Track Lake. Our project manager from Davey Resource Group will continue contacting members in those areas 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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www.truenorthbroadband.com



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.